

**Call Center Estimated Budget
Project # WTC-CALL**

Item #	Item Description	Estimated Quantity	Unit	Unit Price	Cost
1	Set Up Fee	1	ea	\$20,000.00	\$20,000.00
2	Fixed Management Fee	12	month	\$12,000.00	\$144,000.00
3	Call Rate	490,000	minute	\$0.80	\$392,000.00
4	Distribution of Materials	3,000	ea	\$1.50	\$4,500.00
Total Bid (Total of Items 1 through 4)					\$560,500.00

**Proj. # WTC Call
Suggested Bidders List**

Company	Contacts	Telephone	Fax	Address
The Answer System	Nick Bosley	800 564-1995	602 231-9313	3401 East McDowell Rd., Suite B Phoenix, Az. 85008
Gage Marketing	Sales Marketing	800 338-5143	404 559-3487	3465 North Dessert Drive, Suite 420 Atlanta, Ga. 30344
NewTel, Inc.	Jackie Mallon	212 798-4000	212 798-4015	151 West 26 th Street, 8 th floor New York, NY 10001-6810
Relay Communications Center	Sales Department	800 248-8330	631 727-5385	145 Griffing Ave. P.O Box 596 Riverhead, NY 11901
Telephone Concepts Unlimited aka Integrated Marketing Concepts	Joann Kuchera	800 987-8770	610 437-5212	3724 Crescent Court West Whitehall, Pa 18052

Call Center Bid Sheet
Project # WTC-CALL

Item #	Item Description	Estimated Quantity	Unit	Unit Price	Cost
1	Set Up Fee	1	ea		
2	Fixed Management Fee	12	month		
3	Call Rate	350,000	minute		
4	Distribution of Materials	3,000	ea		
Total Bid (Total of Items 1 through 4)					

**N.Y.C. DEPARTMENT OF ENVIRONMENTAL PROTECTION
UNITED STATES ENVIRONMENTAL PROTECTION AGENCY**

**SCOPE OF WORK
FOR LIVE OPERATOR SERVICES**

A. Background :

The New York City Department of Environmental Protection (DEP) seeks a vendor to work with the United States Environmental Protection Agency (EPA) to provide a technologically advanced Call Center service to be used to answer calls and gather information regarding the cleaning and testing of residential units located south of Canal Street and the Manhattan Bridge approach, where there may be a concern about residue from the World Trade Center disaster. DEP/EPA's purpose is to maintain live operator services which allow the Agency (USEPA) to:

- Gather information regarding the testing and cleaning needs of residents of Lower Manhattan and enter this information in a database of EPA's design.
- Maximize EPA's ability to provide accurate, up-to-date information to the public regarding public health issues for indoor air concerns.

The vendor shall have the technological ability to seamlessly manage large volumes of calls and shall also have automation support allowing the capture and reporting of data pertinent to the calls, as described below. The vendor shall in a courteous and professional manner solicit from the public responses to a set of questions regarding the testing and cleaning of their residences. The vendor may also receive caller questions about health concerns and specific actions being taken by the Agency (USEPA). Vendor staff should have access to the Agency Web site, where information, in Frequently Asked Questions (FAQs) form, will be available to answer these questions. If asked a question(s) for which there is no prepared answer, vendor staff shall E-mail the question to a designated person at EPA for response. Such questions and their answers will be added to the FAQs database and the vendor notified of the new information. The vendor shall forward the answer to the querying resident by telephone, postal services or E-mail.

This system must be maintained and serviced by the vendor at a location remote to 290 Broadway, N.Y., New York. Call Center must be available for operation prior to May 30, 2002.

A Mandatory Pre-bid Conference will be held via conference call on Monday, May 20, 2002 at 10:30 A.M. EST. Bidders must call (202) 260-7280 Access Code 7083#. Representatives of NYC DEP and USEPA will be available to answer questions.

B. Contract Term:

The term of the contract will be for a period of 365 consecutive calendar days. There is no minimum amount of work guaranteed under this contract and the Department reserves the right to terminate services upon 10 days written notice to the Contractor.

C. Qualification Requirements:

A. History of at least one implementation of a similar contract providing live operator services in a large urban setting.

B. A minimum of three years experience in the maintenance of live operator services.

D. Tasks:

The contractor would perform the following services:

- 1) Provide live operator assistance to handle up to 400 calls per day between the hours of 10:00 a.m. and 8:00 p.m., Monday through Friday and 10:00 a.m. and 5:00 p.m. Saturdays and Sundays from June 1, 2002 through August 31, 2002.
- 2) Provide live operator assistance to handle up to 200 calls per day between the hours of 10:00 a.m. and 8:00 p.m., Monday through Friday and 10:00 a.m. and 5:00 p.m. Saturdays and Sundays from September 1, 2002 through December 31, 2002.
- 3) Provide live operator assistance to handle up to 50 calls per day between the hours of 10:00 a.m. and 8:00 p.m., Monday through from January 1, 2003 through May 29, 2003.
- 4) Ensure no busy signals, and call pick-up within five rings.
- 5) Ensure that no caller should wait in a "queue" for more than one minute
- 6) Provide additional operators within 24 hours notice should call volume increase.
- 7) Equip operators with specified scripts prepared by the Agency and have the technological ability to easily access the appropriate script from the Agency Web site.
- 8) Immediately alert/train operators of changes in script upon notification by EPA.
- 9) Provide the Department a toll-free or local NYC lead number at no cost to DEP.

- 10) Provide operator service in English, Spanish, Chinese and other languages upon request
- 11) Provide TTY provisions for the hearing impaired.
- 12) Use computers connected together via a Local Area Network and such network should be connected to the Internet via a high speed link.
- 13) Provide a static IP address or range of IP addresses within their subnet so as to allow secure access to the EPA database, which is protected by the EPA firewall for security purposes.
- 14) Demonstrate that they have security measures in place to protect the confidentiality and integrity of the data. The data shall not be made available to the public unless authorized by EPA to release the information.
- 15) Record the information generated by the script (Attachment 1) in a database to be created and maintained (other than data entry) by the Agency.
- 16) Respond to caller questions with answers made available in a Frequently Asked Questions (FAQs) format on EPA's Web site. Convey to EPA (via e-mail) questions for which there are no FAQs answers and, when a response is generated by EPA, convey that information back to the original requestor. [Note: These new Q&As will be added to the bank of FAQs on the Agency Website.]
- 17) Provide data and statistics regarding call volume and nature of requests, daily in an electronic format to be specified, on the information recorded in the database before noon next business day.
- 18) Provide supervisors to manage operators, including the handling of difficult calls from the public, and to act as liaison to USEPA/DEP staff.
- 19) Allow DEP/EPA staff to visit premises or be stationed at the site to conduct quality assurance, i.e. serve as resource/provide supervisors or operators with training and information updates.
- 20) Provide quality assurance that technology, information dispensed, and customer service standards are maintained through random call monitoring.
- 21) Distribute by mail or fax, health and cleanup information (approximately 12 pages, to be provided by EPA).
- 22) Contact by telephone people (on a list generated by EPA) who have called prior to June 1, 2002 to request cleaning or testing of their residences.

E. Payments:

Original invoice is to be submitted to NYC DEP and a copy of the invoice to USEPA on a monthly basis for approval and payment.

1. Set Up Fee is to include implementation costs including toll free phone number, training, and LAN preparation for operational call center as described above. This item shall be billed on the first monthly invoice, subsequent to the start date of full call center operations
2. Fixed Management Fee is to include all monthly management costs including call center manager, script updates, data management and daily reporting as described above.
3. Call Rate is to include charges per minute for incoming and outgoing calls. Average length of incoming calls is estimated to be 10 minutes in length.
4. Distribution of Materials is to include costs associated with mailing or fax of health and cleanup information as described above.

ATTACHMENT 1

DRAFT HOTLINE QUESTIONNAIRE

First Name:

Middle Initial:

Last Name:

Street Address:

Apartment/Suite Number:

Floor:

ZIP Code:

Cross Street #1:

Cross street #2

Mailing Address (if different):

Street/Box:

ZIP Code

Entry Information (doorman, buzzer?):

Telephone, Daytime:

Telephone, Evening:

Telephone, Fax:

Telephone, Cell:

email:

Communicate by mail or email:

Confidentiality Code:

Number of rooms:

Central air conditioning:

Unit air conditioning (number and location of units):

Carpets/Rugs (number, location and type):

Describe the dust situation when you first entered your apartment:

Light:

Write in it:

Measurable depth (estimate):

Color:

Was your apartment first cleaned by:

Certified asbestos contractor (name):

Approximate date:

Non-certified contractor:

Approximate date:

Housekeeper:

Approximate date:

Occupant:

Approximate date:

If contractor, hired by building owner/manager or you:

Was your apartment tested before and/or after cleaning:

Approximate date:

What were the test results: Before:

After:

Were building common areas cleaned:

Do you want:

Your apartment professionally cleaned and tested for asbestos in air (after cleaning):

(This will take 2-3 days and will require you
or your representative to be present)

Your apartment tested for asbestos in air (without cleaning):

(If – and only if – asbestos is found during testing, you may still ask that your apartment be professionally cleaned.)

Note: The most effective testing involves the limited use of an electric-powered leaf blower to agitate dust into the air. Does this present any concerns to you?

Yes or No:

Reimbursement for a HEPA vacuum:

(You may get reimbursement for a HEPA vacuum even if you have your apartment professionally cleaned)

Tracking Number: (auto-generated)

SUPPLY and SERVICE CONTRACT
GENERAL CONDITIONS
SCHEDULE A

Page 1 of 4

<u>Reference</u>	<u>Item</u>	<u>Requirements</u>
Section 28 of Information for Bidders	Bid Deposit or Bid Bond	<u>N/AP</u> % of Bid <u>N/AP</u> % of Bid
Article 4 of Agreement	Period of Performance	<u>365</u> Consecutive Calendar Days
Article 5b of Agreement	Partial Payment	<u> X </u> will be allowed <u> </u> will not be allowed
Article 6.1 of Agreement	Performance Bond Payment Bond (Completion/Labor & Material)	<u>N/AP</u> % of Bid <u>N/AP</u> % of Bid
Article 6.3 of Agreement	Liquidated Damages	<u>\$ 50 per occurrence as per Scope of Work Section D.4</u>
Article 6.4 of Agreement	Maintenance and Guaranty Security	<u>N/A</u> % of Contract Price
Article 6.4 of Agreement	Guaranty Period	<u>N/A</u> year(s)
Article 6.5 of Agreement	Retained Percentage	<u> 10 </u> % of Voucher
Article 12.8 of Agreement	Subcontracting	Not to exceed <u> 10 </u> % of Bid

.....CONTINUED ON NEXT PAGE.

SUPPLY and SERVICE CONTRACT
GENERAL CONDITIONS
SCHEDULE A

Page 3 of 4

() Marine Protection and Indemnity, SP-23 or equivalent: * # _____ Section _____ II.F * As respects use of tugs, barges or other marine operations under this contract. # City as insured by endorsement to each relevant policy.	\$ _____ per occurrence \$ _____ aggregate per year \$ _____ max deductible
() Collision Liability/Towers Liability: _____ Section _____ II.C [Endorsed to cover dredges and dredging operations.]	\$ _____ per occurrence \$ _____ aggregate per year \$ _____ max deductible Collision Clauses Lines 158-184 inclusive as respects tugs: Collision Towers Liability Clauses 78-111 inclusive American Institute Tug Form - 2/1/76
() Ship Repairers Liability: _____ Section _____ II.H () Water Quality Syndicate	\$ _____ American Institute Clauses \$ _____
() Builders Risk: _____ Section _____ II.J	All-Risk/Completed Value \$ _____ % of Total contract amount \$ _____ % of contract store off site \$ _____ % of contract in transit/anyone storage \$ _____ % Property of City and others
() Garage Policy CA 00 05 01/87 Section II & III ¹ (See Form 25) II: Auto & General Liability III: Garage Keeper's Liability	\$ _____ per occurrence \$ _____ per aggregate \$ _____ per location \$ _____ per vehicle maximum deductible, except as approved by the CONTRACT MANAGEMENT OFFICE

.....CONTINUED ON NEXT PAGE

¹Evidence of insurance as described herein shall be provided by the insurer or duly authorized agent of the garage providing maintenance on the vehicle(s) provided to the Department's Contract Management Office. It is the Contractor's responsibility to insure compliance with this provision by the garage.

SUPPLY and SERVICE CONTRACT
GENERAL CONDITIONS
SCHEDULE A

Page 4 of 4

In addition, if indicated by an (X), the following hazards must be covered:

() Environmental Impairment Liability insurance Asbestos Liability [Zurich U-ASL-103B (CW)(1-96) or Equivalent] This insurance shall be provided in the name of the contractor, and each subcontractor, performing any operations involving the removal of asbestos materials.	\$ _____ general aggregate (excl products) \$ _____ products/completed operations aggregate \$ _____ each occurrence \$ _____ claim maximum deductible, except as approved by the CONTRACT MANAGEMENT OFFICE
() Contractor's Environmental Impairment Liability Insurance [Zurich U-EIL-102-A(CW)(6-92) or Equivalent] This insurance shall be provided in the name of the contractor, and each subcontractor, performing any operations involving the disruption, removal, disposal, or handling of lead or other toxic and/or hazardous materials.	\$ _____ general aggregate (excl products) \$ _____ products/completed operations aggregate \$ _____ each occurrence \$ _____ claim maximum deductible, except as approved by the CONTRACT MANAGEMENT OFFICE

() Other

**Call Center Estimated Budget
Project # WTC-CALL**

Item #	Item Description	Estimated Quantity	Unit	Unit Price	Cost
1	Set Up Fee	1	ea	\$20,000.00	\$20,000.00
2	Fixed Management Fee	12	month	\$12,000.00	\$144,000.00
3	Call Rate	490,000	minute	\$0.80	\$392,000.00
4	Distribution of Materials	3,000	ea	\$1.50	\$4,500.00
Total Bid (Total of Items 1 through 4)					\$560,500.00

**Proj. # WTC Call
Suggested Bidders List**

Company	Contacts	Telephone	Fax	Address
The Answer System	Nick Bosley	800 564-1995	602 231-9313	3401 East McDowell Rd., Suite B Phoenix, Az. 85008
Gage Marketing	Sales Marketing	800 338-5143	404 559-3487	3465 North Dessert Drive, Suite 420 Atlanta, Ga. 30344
NewTel, Inc.	Jackie Mallon	212 798-4000	212 798-4015	151 West 26 th Street, 8 th floor New York, NY 10001-6810
Relay Communications Center	Sales Department	800 248-8330	631 727-5385	145 Griffing Ave. P.O Box 596 Riverhead, NY 11901
Telephone Concepts Unlimited aka Integrated Marketing Concepts	Joann Kuchera	800 987-8770	610 437-5212	3724 Crescent Court West Whitehall, Pa 18052

Call Center Bid Sheet
Project # WTC-CALL

Item #	Item Description	Estimated Quantity	Unit	Unit Price	Cost
1	Set Up Fee	1	ea		
2	Fixed Management Fee	12	month		
3	Call Rate	350,000	minute		
4	Distribution of Materials	3,000	ea		
Total Bid (Total of Items 1 through 4)					

**N.Y.C. DEPARTMENT OF ENVIRONMENTAL PROTECTION
UNITED STATES ENVIRONMENTAL PROTECTION AGENCY**

**SCOPE OF WORK
FOR LIVE OPERATOR SERVICES**

A. Background :

The New York City Department of Environmental Protection (DEP) seeks a vendor to work with the United States Environmental Protection Agency (EPA) to provide a technologically advanced Call Center service to be used to answer calls and gather information regarding the cleaning and testing of residential units located south of Canal Street and the Manhattan Bridge approach, where there may be a concern about residue from the World Trade Center disaster. DEP/EPA's purpose is to maintain live operator services which allow the Agency (USEPA) to:

- Gather information regarding the testing and cleaning needs of residents of Lower Manhattan and enter this information in a database of EPA's design.
- Maximize EPA's ability to provide accurate, up-to-date information to the public regarding public health issues for indoor air concerns.

The vendor shall have the technological ability to seamlessly manage large volumes of calls and shall also have automation support allowing the capture and reporting of data pertinent to the calls, as described below. The vendor shall in a courteous and professional manner solicit from the public responses to a set of questions regarding the testing and cleaning of their residences. The vendor may also receive caller questions about health concerns and specific actions being taken by the Agency (USEPA). Vendor staff should have access to the Agency Web site, where information, in Frequently Asked Questions (FAQs) form, will be available to answer these questions. If asked a question(s) for which there is no prepared answer, vendor staff shall E-mail the question to a designated person at EPA for response. Such questions and their answers will be added to the FAQs database and the vendor notified of the new information. The vendor shall forward the answer to the querying resident by telephone, postal services or E-mail.

This system must be maintained and serviced by the vendor at a location remote to 290 Broadway, N.Y., New York. Call Center must be available for operation prior to May 30, 2002.

A Mandatory Pre-bid Conference will be held via conference call on Monday, May 20, 2002 at 10:30 A.M. EST. Bidders must call (202) 260-7280 Access Code 7083#. Representatives of NYC DEP and USEPA will be available to answer questions.

B. Contract Term:

The term of the contract will be for a period of 365 consecutive calendar days. There is no minimum amount of work guaranteed under this contract and the Department reserves the right to terminate services upon 10 days written notice to the Contractor.

C. Qualification Requirements:

A. History of at least one implementation of a similar contract providing live operator services in a large urban setting.

B. A minimum of three years experience in the maintenance of live operator services.

D. Tasks:

The contractor would perform the following services:

- 1) Provide live operator assistance to handle up to 400 calls per day between the hours of 10:00 a.m. and 8:00 p.m., Monday through Friday and 10:00 a.m. and 5:00 p.m. Saturdays and Sundays from June 1, 2002 through August 31, 2002.
- 2) Provide live operator assistance to handle up to 200 calls per day between the hours of 10:00 a.m. and 8:00 p.m., Monday through Friday and 10:00 a.m. and 5:00 p.m. Saturdays and Sundays from September 1, 2002 through December 31, 2002.
- 3) Provide live operator assistance to handle up to 50 calls per day between the hours of 10:00 a.m. and 8:00 p.m., Monday through from January 1, 2003 through May 29, 2003.
- 4) Ensure no busy signals, and call pick-up within five rings.
- 5) Ensure that no caller should wait in a "queue" for more than one minute
- 6) Provide additional operators within 24 hours notice should call volume increase.
- 7) Equip operators with specified scripts prepared by the Agency and have the technological ability to easily access the appropriate script from the Agency Web site.
- 8) Immediately alert/train operators of changes in script upon notification by EPA.
- 9) Provide the Department a toll-free or local NYC lead number at no cost to DEP.

- 10) Provide operator service in English, Spanish, Chinese and other languages upon request
- 11) Provide TTY provisions for the hearing impaired.
- 12) Use computers connected together via a Local Area Network and such network should be connected to the Internet via a high speed link.
- 13) Provide a static IP address or range of IP addresses within their subnet so as to allow secure access to the EPA database, which is protected by the EPA firewall for security purposes.
- 14) Demonstrate that they have security measures in place to protect the confidentiality and integrity of the data. The data shall not be made available to the public unless authorized by EPA to release the information.
- 15) Record the information generated by the script (Attachment 1) in a database to be created and maintained (other than data entry) by the Agency.
- 16) Respond to caller questions with answers made available in a Frequently Asked Questions (FAQs) format on EPA's Web site. Convey to EPA (via e-mail) questions for which there are no FAQs answers and, when a response is generated by EPA, convey that information back to the original requestor. [Note: These new Q&As will be added to the bank of FAQs on the Agency Website.]
- 17) Provide data and statistics regarding call volume and nature of requests, daily in an electronic format to be specified, on the information recorded in the database before noon next business day.
- 18) Provide supervisors to manage operators, including the handling of difficult calls from the public, and to act as liaison to USEPA/DEP staff.
- 19) Allow DEP/EPA staff to visit premises or be stationed at the site to conduct quality assurance, i.e. serve as resource/provide supervisors or operators with training and information updates.
- 20) Provide quality assurance that technology, information dispensed, and customer service standards are maintained through random call monitoring.
- 21) Distribute by mail or fax, health and cleanup information (approximately 12 pages, to be provided by EPA).
- 22) Contact by telephone people (on a list generated by EPA) who have called prior to June 1, 2002 to request cleaning or testing of their residences.

E. Payments:

Original invoice is to be submitted to NYC DEP and a copy of the invoice to USEPA on a monthly basis for approval and payment.

1. Set Up Fee is to include implementation costs including toll free phone number, training, and LAN preparation for operational call center as described above. This item shall be billed on the first monthly invoice, subsequent to the start date of full call center operations
2. Fixed Management Fee is to include all monthly management costs including call center manager, script updates, data management and daily reporting as described above.
3. Call Rate is to include charges per minute for incoming and outgoing calls. Average length of incoming calls is estimated to be 10 minutes in length.
4. Distribution of Materials is to include costs associated with mailing or fax of health and cleanup information as described above.

ATTACHMENT 1

DRAFT HOTLINE QUESTIONNAIRE

First Name:
 Middle Initial:
 Last Name:
 Street Address:
 Apartment/Suite Number:
 Floor:
 ZIP Code:
 Cross Street #1:
 Cross street #2
 Mailing Address (if different):
 Street/Box:
 ZIP Code
 Entry Information (doorman, buzzer?):
 Telephone, Daytime:
 Telephone, Evening:
 Telephone, Fax:
 Telephone, Cell:
 email:
 Communicate by mail or email:
 Confidentiality Code:

 Number of rooms:
 Central air conditioning:
 Unit air conditioning (number and location of units):
 Carpets/Rugs (number, location and type):
 Describe the dust situation when you first entered your apartment:
 Light: Write in it: Measurable depth (estimate): Color:
 Was your apartment first cleaned by:
 Certified asbestos contractor (name): Approximate date:
 Non-certified contractor: Approximate date:
 Housekeeper: Approximate date:
 Occupant: Approximate date:
 If contractor, hired by building owner/manager or you:
 Was your apartment tested before and/or after cleaning: Approximate date:
 What were the test results: Before: After:
 Were building common areas cleaned:

 Do you want:
 Your apartment professionally cleaned and tested for asbestos in air (after cleaning):
 (This will take 2-3 days and will require you
 or your representative to be present)

Your apartment tested for asbestos in air (without cleaning):

(If – and only if – asbestos is found during testing, you may still ask that your apartment be professionally cleaned.)

Note: The most effective testing involves the limited use of an electric-powered leaf blower to agitate dust into the air. Does this present any concerns to you?

Yes or No:

Reimbursement for a HEPA vacuum:

(You may get reimbursement for a HEPA vacuum even if you have your apartment professionally cleaned)

Tracking Number: (auto-generated)

SUPPLY and SERVICE CONTRACT
GENERAL CONDITIONS
SCHEDULE A

Page 1 of 4

<u>Reference</u>	<u>Item</u>	<u>Requirements</u>
Section 28 of Information for Bidders	Bid Deposit or	<u>N/AP</u> % of Bid
	Bid Bond	<u>N/AP</u> % of Bid
Article 4 of Agreement	Period of Performance	<u>365</u> Consecutive Calendar Days
Article 5b of Agreement	Partial Payment	<u> X </u> will be allowed
		<u> </u> will not be allowed
Article 6.1 of Agreement	Performance Bond	<u>N/AP</u> % of Bid
	Payment Bond (Completion/Labor & Material)	<u>N/AP</u> % of Bid
Article 6.3 of Agreement	Liquidated Damages	<u>\$ 50 per occurrence as per Scope of Work Section D.4</u>
Article 6.4 of Agreement	Maintenance and Guaranty Security	<u>N/A</u> % of Contract Price
Article 6.4 of Agreement	Guaranty Period	<u>N/A</u> year(s)
Article 6.5 of Agreement	Retained Percentage	<u> 10 </u> % of Voucher
Article 12.8 of Agreement	Subcontracting	Not to exceed <u> 10 </u> % of Bid

.....CONTINUED ON NEXT PAGE.

SUPPLY and SERVICE CONTRACT
GENERAL CONDITIONS
SCHEDULE A

Page 2 of 4

Insurance indicated by (X) will be required under this contract. Insurance certificates, policies, and endorsements must be sent to the New York City Department of Environmental Protection, Agency Chief Contracting Officer, ATTN: Contract Management Office (INSURANCE), 17th Floor, 59-17 Junction Boulevard, Corona, New York 11368.

Article 6 of Agreement	Insurance
(x) Workers Compensation: Section II.B (x) Employers Liability: Section II.D () Jones Act:* Section II.E () U.S. Harbor Workers & Longshoremen's Compensation Act:* Section II.G * As respects use of tugs, barges or other marine operations under this contract.	Statutory per New York State Law without regard to jurisdiction <u>\$ 1,000,000</u> each accident
(X) Commercial General Liability CG 00 01 (ed.10/93) or equivalent. Combined Single Limit-Bodily Injury and Property Damage: Section II.A	<u>\$ 1,000,000</u> per occurrence: <u>\$ 1,000,000</u> products/completed operations aggregate <u>\$ 1,000,000</u> personal injury <u>\$ 2,000,000</u> general aggregate <u>\$ 10,000</u> per claim maximum deductible, except as approved by the CONTRACT MANAGEMENT OFFICE
() Others to be added as additional insureds: Additional insured status using ISO endorsement CG 20 10. Section II.A.3	Named Additional Insureds _____ _____ _____ _____
() Business Auto Coverage: CA 00 01 (ed. 06/92) or equivalent Combined Single Limit - Bodily Injury and Property Damage The following coverage must be provided: () Business Auto Coverage Form: Section II.I	\$ _____ Each Occurrence () Owned () Hired () Non-Owned

SUPPLY and SERVICE CONTRACT
GENERAL CONDITIONS
SCHEDULE A

Page 3 of 4

() Marine Protection and Indemnity, SP-23 or equivalent: * # _____ Section II.F * As respects use of tugs, barges or other marine operations under this contract. # City as insured by endorsement to each relevant policy.	\$ _____ per occurrence \$ _____ aggregate per year \$ _____ max deductible
() Collision Liability/Towers Liability: _____ Section II.C [Endorsed to cover dredges and dredging operations.]	\$ _____ per occurrence \$ _____ aggregate per year \$ _____ max deductible Collision Clauses Lines 158-184 inclusive as respects tugs: Collision Towers Liability Clauses 78-111 inclusive American Institute Tug Form - 2/1/76
() Ship Repairers Liability: _____ Section II.H () Water Quality Syndicate	\$ _____ American Institute Clauses \$ _____
() Builders Risk: _____ Section II.J	All-Risk/Completed Value \$ _____ % of Total contract amount \$ _____ % of contract store off site \$ _____ % of contract in transit/anyone storage \$ _____ % Property of City and others
() Garage Policy CA 00 05 01/87 Section II & III ¹ (See Form 25) II: Auto & General Liability III: Garage Keeper's Liability	\$ _____ per occurrence \$ _____ per aggregate \$ _____ per location \$ _____ per vehicle maximum deductible, except as approved by the CONTRACT MANAGEMENT OFFICE

.....CONTINUED ON NEXT PAGE

¹Evidence of insurance as described herein shall be provided by the insurer or duly authorized agent of the garage providing maintenance on the vehicle(s) provided to the Department's Contract Management Office. It is the Contractor's responsibility to insure compliance with this provision by the garage.

SUPPLY and SERVICE CONTRACT
GENERAL CONDITIONS
SCHEDULE A

Page 4 of 4

In addition, if indicated by an (X), the following hazards must be covered:

() Environmental Impairment Liability insurance Asbestos Liability [Zurich U-ASL-103B (CW)(1-96) or Equivalent] This insurance shall be provided in the name of the contractor, and each subcontractor, performing any operations involving the removal of asbestos materials.	\$ _____ general aggregate (excl products) \$ _____ products/completed operations aggregate \$ _____ each occurrence \$ _____ claim maximum deductible, except as approved by the CONTRACT MANAGEMENT OFFICE
() Contractor's Environmental Impairment Liability Insurance [Zurich U-EIL-102-A(CW)(6-92) or Equivalent] This insurance shall be provided in the name of the contractor, and each subcontractor, performing any operations involving the disruption, removal, disposal, or handling of lead or other toxic and/or hazardous materials.	\$ _____ general aggregate (excl products) \$ _____ products/completed operations aggregate \$ _____ each occurrence \$ _____ claim maximum deductible, except as approved by the CONTRACT MANAGEMENT OFFICE

() Other
