



Welcome To 2023 Tap Into **BUSINESS**



Tap Into Business

Production Department

JC Langley, Production Director

May 30, 2023

Agenda

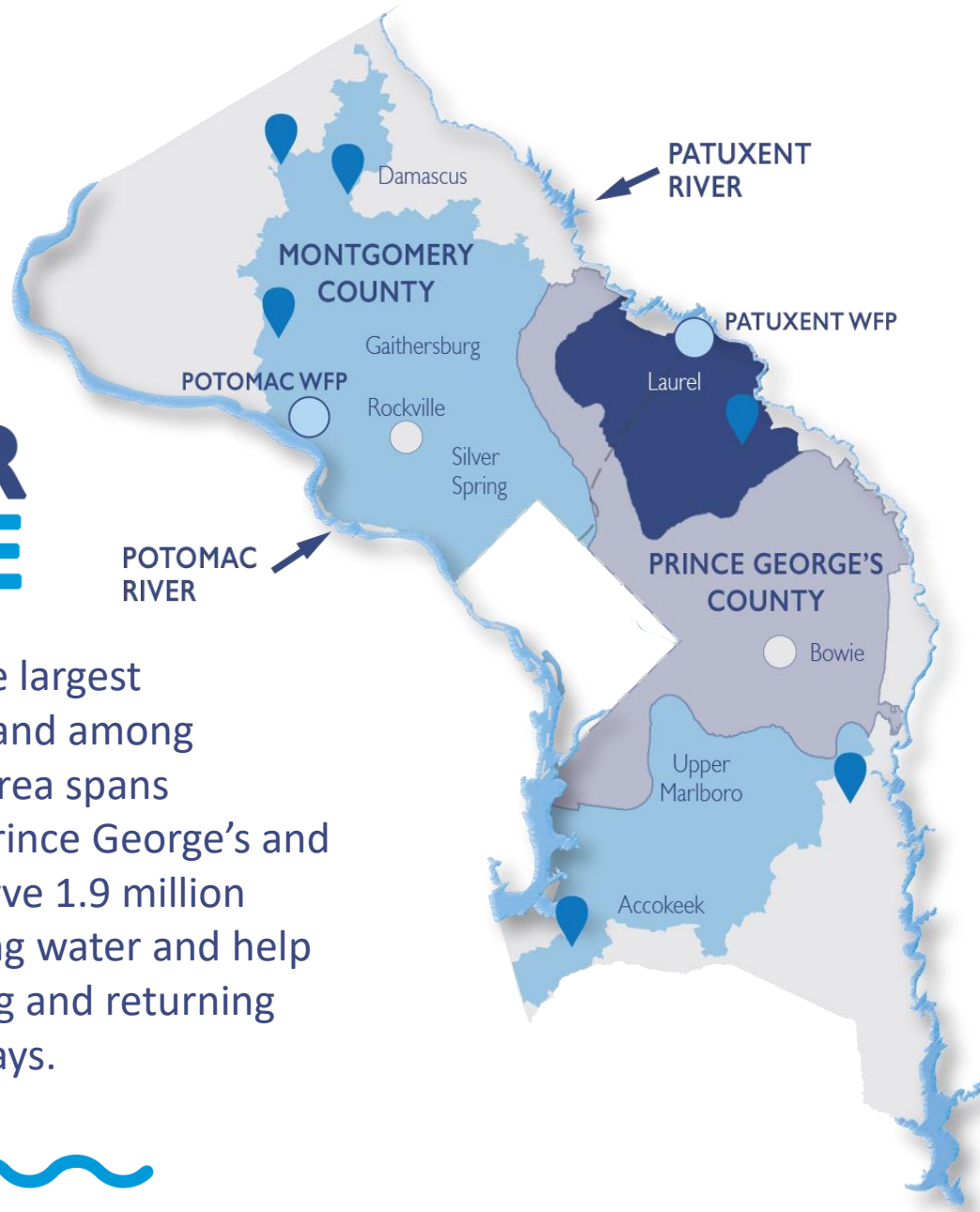
- Department Overview
- Upcoming Projects/Solicitations
- Current Challenges
- Successful Partnerships
- Questions

105 years & counting
No drinking water
quality violations... ever!



WSSC WATER AT A GLANCE

Established in 1918, WSSC Water is the largest water/wastewater utility in Maryland and among the largest in the nation. Our service area spans approximately 1,000 square miles in Prince George's and Montgomery counties. We proudly serve 1.9 million residents with safe and reliable drinking water and help protect the Chesapeake Bay by treating and returning clean water back to Maryland waterways.



SERVICE AREAS

- Potomac Water
- Patuxent Water
- Blended Water
- Not Served by WSSC Water
- Water Filtration Plant
- Water Resource Recovery Facility



162,000,000 GALLONS OF WATER PER DAY
DELIVERED TO 1.9 MILLION RESIDENTS



3 RESERVOIRS



2 WATER FILTRATION PLANTS



60 WATER TANKS



55 PUMPING STATIONS



6 WATER RESOURCE RECOVERY FACILITIES



1,630 EMPLOYEES



Our drinking water system spans
5,800+ miles



Our wastewater system spans
5,600+ miles



500,000 WATER QUALITY TESTS PER YEAR



504,800 METERS IN OUR SYSTEM



2.25 MILLION METER READS PER YEAR

TEAM H₂O



\$5.3 MILLION

FINANCIAL ASSISTANCE TO 12,345 CUSTOMERS SINCE THE PANDEMIC BEGAN.
(WSSC WATER, FEDERAL, AND STATE PROGRAMS)

17,343

RESIDENTS ENROLLED IN OUR CUSTOMER ASSISTANCE PROGRAM IN FY 2022.
(\$1.8 MILLION BENEFIT TO ENROLLEES)

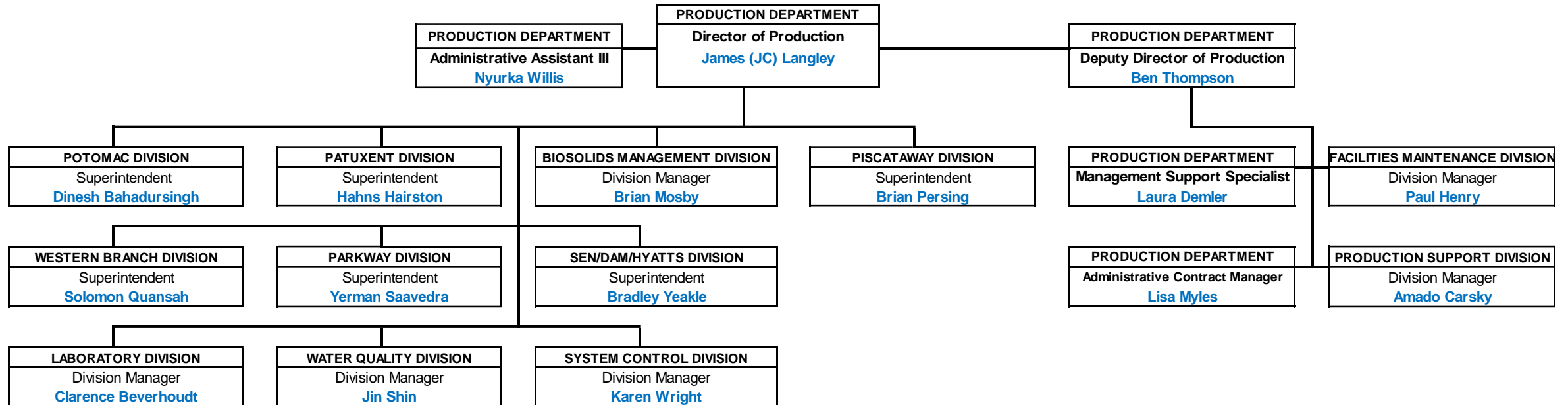
\$1.6 BILLION FY2024 BUDGET

Production Mission

- Provide our customers with a safe and reliable supply of drinking water that meets or exceeds all Federal and State standards and regulations .
- Protect public health and the environment by returning a clean wastewater effluent back to the environment.
- WSSC Water's yearly recognition by the Partnership for Safe Water and Peak Performance Award Programs is indicative of our commitment to provide our customers with the best water and wastewater services possible.
- The department is comprised of the divisions shown in the following chart.



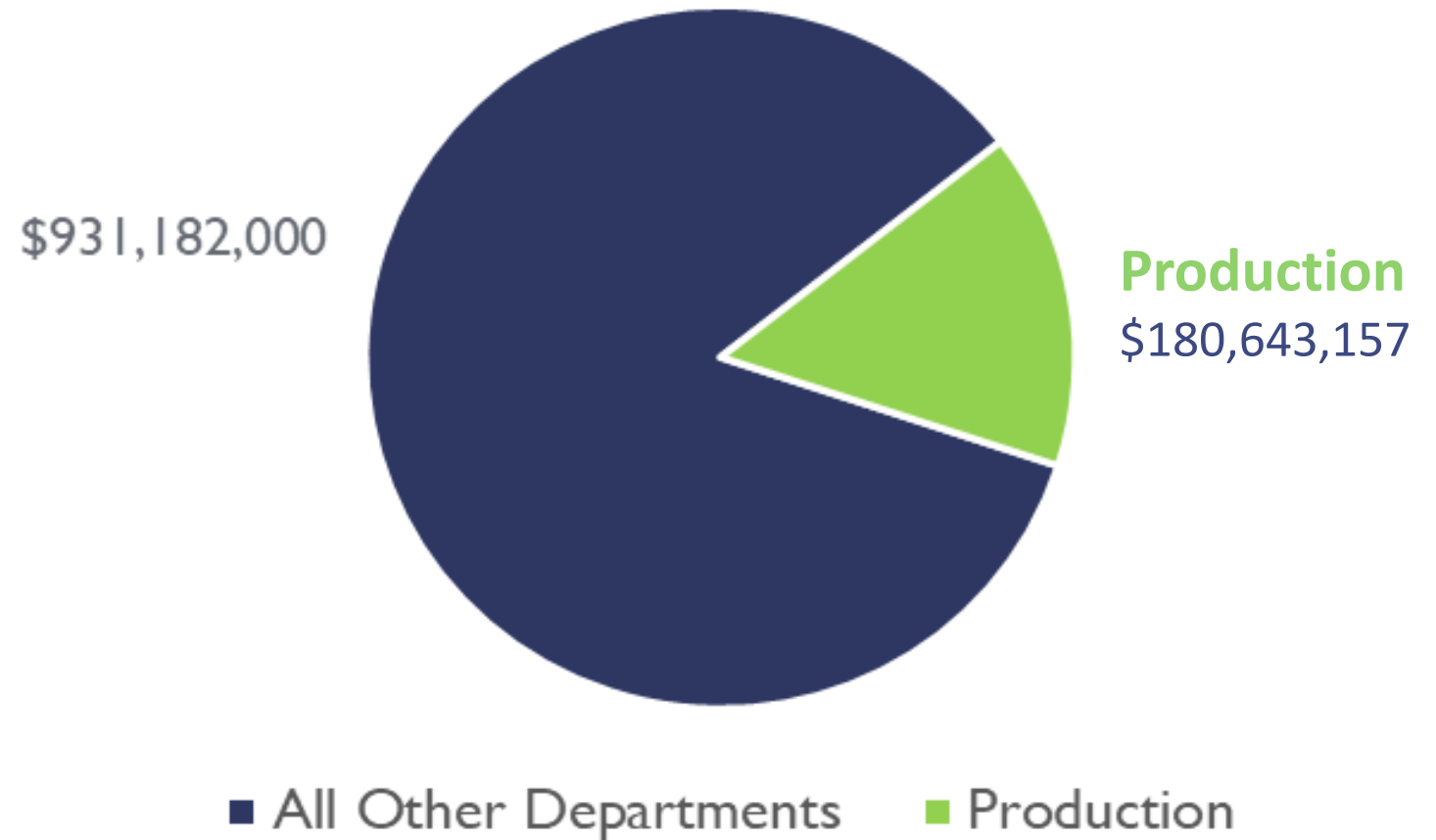
Production Overview



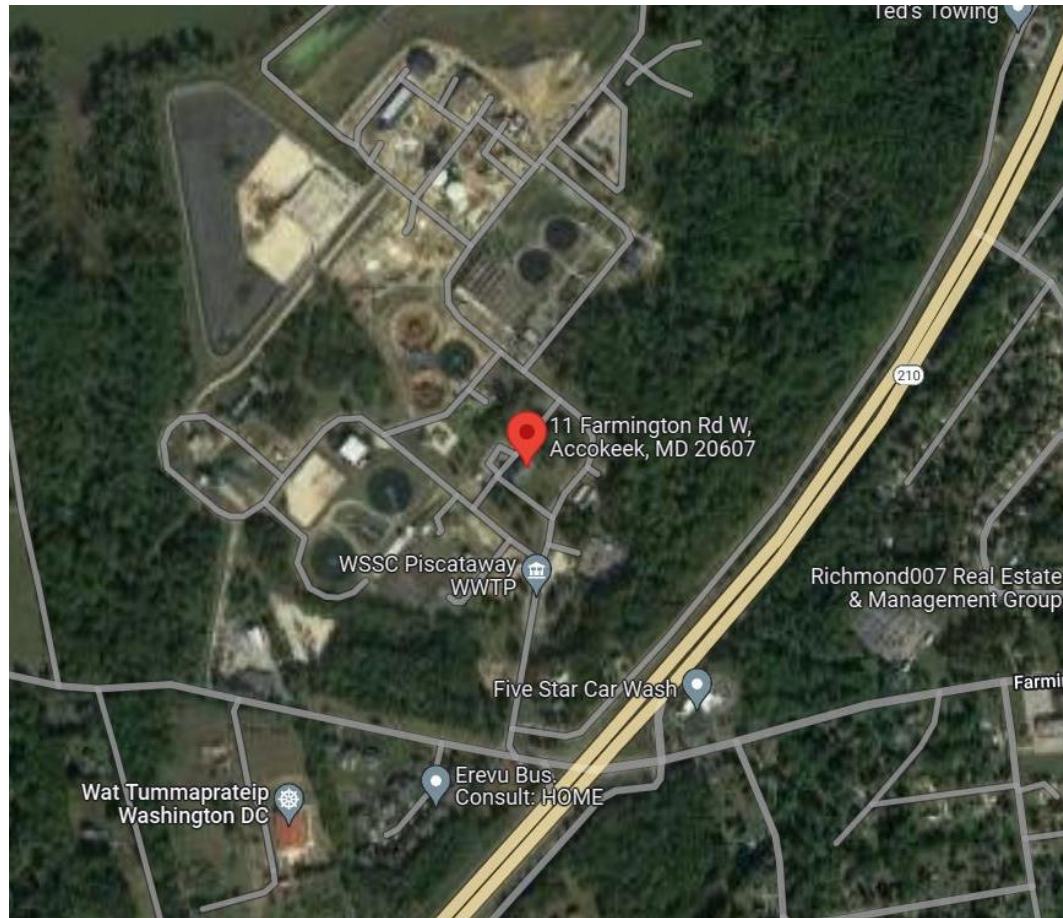
Production FY24 Budget

WSSC Water's Budget
for Fiscal Year (FY) 2024
will begin on July 1, 2023

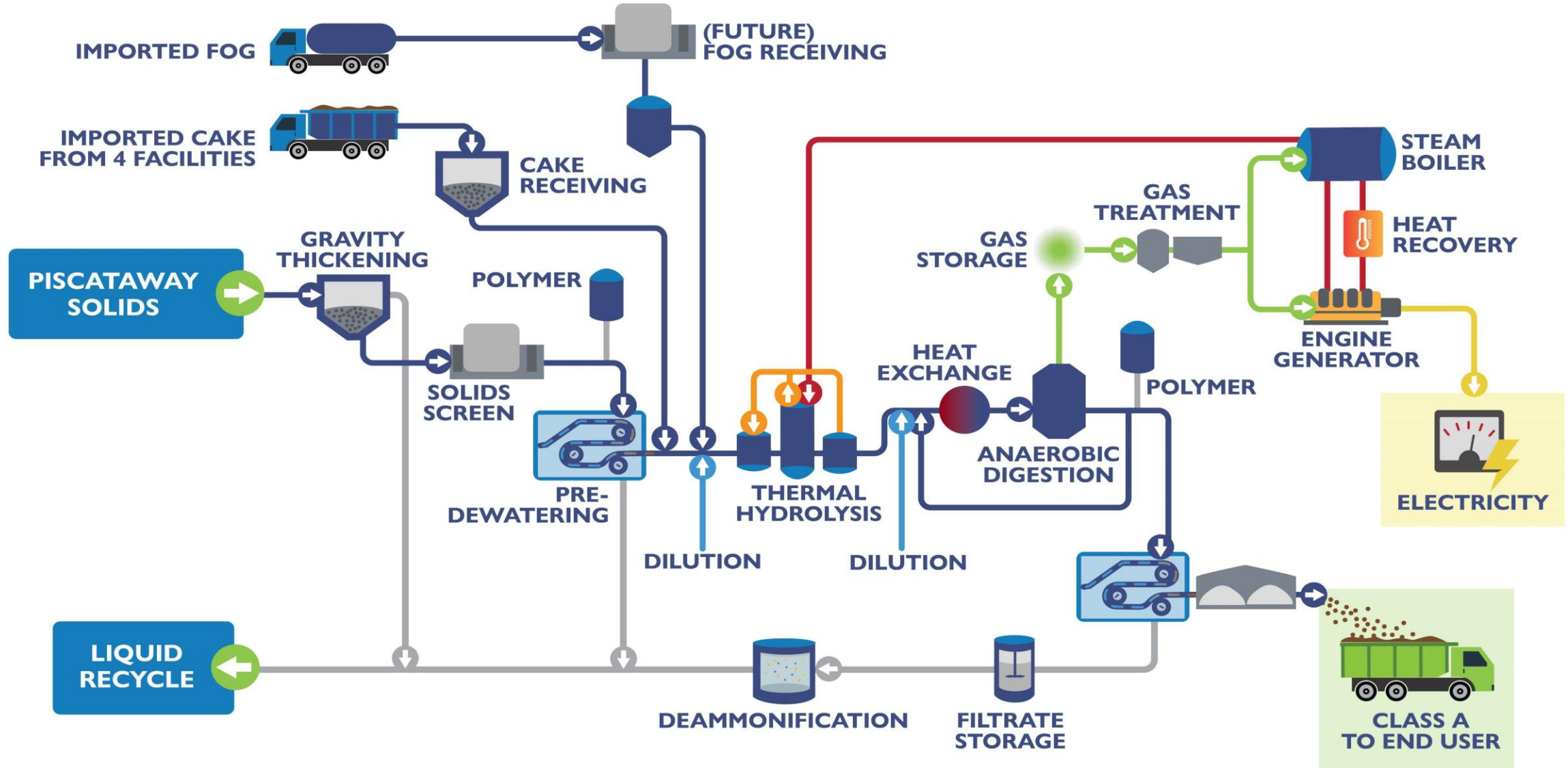
WSSC Water Proposed FY24 Budget



Piscataway WRRF Bioenergy



New Biosolids Process



Project Benefits



Minimizes quantity of biosolids managed by WSSC Water.



Develops Class A (pathogen free) biosolids for beneficial reuse.



Capture biogas during while processing wastewater biosolids.



Utilizes energy recovered from wastewater biomass.



Reduces greenhouse gas emissions



Reduces nutrient load to Chesapeake Bay.



Improves facility's power reliability.

Upcoming Projects/Solicitations

Solicitation Description	Estimated Solicitation Date	Estimated Contract Range	Contract Years (Base)	Option Term
General Construction Services	TBD	\$5M - \$10M	3	2
Underground Locator	FY23, Q4	\$0 - \$50,000	3	2
Centrifuge Maintenance	FY23, Q4	\$2M - \$3M	3	2
Lead & Copper Rule Phase II Program Management	FY23, Q4	\$3M - \$5M	3	2
Recycling Collection Services	FY24, Q1	\$100,000 - \$250,000	3	3
Potomac Flow Meter Maintenance	FY24, Q1	\$100,000 - \$250,000	3	2
Automation Equipment and Services	FY24, Q1	\$1M - \$2M	3	2
Lead Service Line Replacement	FY24, Q1	\$20M - \$50M	3	2
Crane Rental Services with Operator	FY24, Q2	\$100,000 - \$250,000	3	2
Instrumentation & Flow	FY24, Q3	\$500,000 - \$1M	3	2
Building Maintenance Services	FY24, Q3	\$2M - \$3M	2	4
Building Maintenance Services (T&M)	FY24, Q3	\$1M - \$2M	2	4
Building Maintenance Services (Additional Service)	FY24, Q3	\$500,000 - \$1M	2	4
Microban - Wastewater analytical support	FY24, Q4	\$500,000 - \$1M	4	0
Window Cleaning	FY24, Q4	\$100,000 - \$250,000	3	2
Uninterruptible Power Supply Services	FY24, Q4	\$500,000 - \$1M	3	2
Janitorial Services at remote sites - Zone A & B	FY24, Q4	\$250,000 - \$500,000	3	2
Janitorial Services at remote sites - Zone D	FY24, Q4	\$100,000 - \$250,000	3	2
DC Water Blue Plains WWTP Biosolids Hauling, Management and Utilization	FY24, Q4	\$15M - \$20M	3	2

Future Contracting Opportunities

New Piscataway Bioenergy Facility Chemicals

Chemical*	Units	Frequency of Delivery (estimate)	Total FY 2024	Total FY 2024 Estimated Costs
Polymer (pre-dewatering) 40wt%	Lbs	Monthly	210,238 lbs	\$271,207.02
Polymer (post-dewatering) 40wt%	Lbs	Monthly	747,087 lbs	\$963,742.23
Caustic Soda (NaOH) 25%	Tons	Monthly	1,056 tons	\$14,678.40
Sodium Hypochlorite (NaOCl) 12.5%	Tons	Monthly	1,502 tons	\$477,636.00
Sulfuric Acid (H ₂ SO ₄) 93%	Lbs	Monthly	23,187 lbs	\$4,000.00

*All chemicals needed by FY24 Q1

Biosolids Masterplan (Initiatives)

Current Challenges

- **PFAS:** An emerging contaminate of concern for all aspects of our business-water, wastewater & biosolids. EPA has proposed regulatory maximum contaminate levels on the drinking water side. New wastewater permitting requirements now include on-going sampling for PFAS and similar requirements are anticipated for biosolids.
- **Supply Chain Shortages:** Disruption in delivery of chlorine and essential treatment chemicals could lead yield dire consequences to water/wastewater treatment and public health.
- **Cost Increases:** Keeping up with the demand due to inflation, prices of fuel, chemical and other essential goods and services are on the rise.

Successful Partnerships

- Registration in WSSC Water's Supplier Portal
- Proactive Prime Contractor Partnerships with WSSC Certified Subcontractors
- Timely Submissions in WSSC Water's Web Based Compliance System
- Knowledgeable on Key Factors Affecting Water/Wastewater Treatment



Tap Into Business

Information Technology

May 30, 2023

Agenda

- Department Overview
- Upcoming Projects/Solicitations
- Current Challenges
- Successful Partnerships
- Questions

Information Technology Overview

Chief Information Officer (Acting)
Mark Turner

**Infrastructure
& Operations**
Mark Turner

**Applications &
Development**
Mano Chelladurai

IT Governance
*Michael
Vernon*

**Information
Security**
Christine Grooby

**IT Finance
& Contract**
Nneka Assing

CIO's Overview

- Proactively hardening our systems, and identity and trust models
- Influencing an Agile Methodology throughout the organization
- Enhancing Financial Analytics to aid executive decision making
- Continual improvements for efficiency, effectiveness, and quality

IT Infrastructure & Operations Division

ITIO Introduction

You call us when you need IT help. Our teams are responsible for WSSC Water's email, servers, backups and restoration. We help design and plan WSSC Water's IT infrastructure.

IT Customer Support Operations

- ServiceNow
- SCCM
- Absolute
- Workstations/Endpoints
- Mobile Phones

Platform Technologies

- VMware/NSX
- Nutanix
- Isilon - Storage
- NetBackup
- Citrix

Voice & Data Networks

- Avaya Phone Contact Center System
- DMZ Segmentation
- NetMotion –VPN

Telecom Systems

- Point-To-Point Microwave
- Tower Maintenance
- Tower Space Leasing
- Two-Way Radio Support

Data Center and Mainframe Operations

- Mainframe Support
- Data Center & Network Monitoring

Isilon Refresh

Project Scope: Maintenance renewal for Isilon Network
Attached Storage infrastructure

Project Spend Portfolio: \$1.5M

Project Estimated Solicitation Date: TBD

Project Anticipated Start Date: TBD

Enterprise Backup Software Solution

Project Scope: Hewlett Packard Enterprise (HPE)
Cohesity Back-up and Recovery

Project Spend Portfolio: \$935k

Project Solicitation Open Date: May 23, 2023

Project Solicitation Close Date: June 14, 2023

Project Anticipated Start Date: November 2023

Applications & Development

Application & Development Introduction

We are fostering innovation, prioritizing technology initiatives, and coordinating the evaluation, deployment, and management of current & future technology systems across the organization.

**Business
Applications**

**Business
Intelligence
& Analytics**

**Enterprise
Systems &
Implementation**

**Solutions
Architect**

Informatica Software Support

Project Scope:

- Software maintenance on PowerCenter products
- Informatica PowerCenter is a ETL tool used for extracting data from the source and load into a target.

Project Spend Portfolio: \$500,000 - \$1M

Project Estimated Solicitation Date: TBD

Project Anticipated Start Date: FY24 Q2

DocuSign Enterprise Pro w/FedRAMP

Project Scope:

- Renewal of DocuSign Enterprise Pro to include the Federal Risk & Authorization Management Program
- FedRAMP saves agencies the time of having to conduct security investigations each time a cloud product is purchased.

Project Spend Portfolio: \$500,000 - \$1M

Project Estimated Solicitation Date: FY24 Q3

Project Anticipated Start Date: TBD

IT Governance

IT Governance Introduction

We develop and operationalize processes, plans, policies and performance metrics that aid IT in delivering efficient, cost-effective and reliable services. Our group establishes strategic project management and quality standards across the organization. We strive to exceed customer expectations as we provide project management, business analysis, quality assurance, change management and asset management support to Team H2O.

**Project
Management**

**Business
Analysis**

**Quality
Assurance**

**Change
Management**

**Asset
Management**

Blueprint Licenses & Support

Project Scope:

- Maintenance and support of latest Blueprint versions.
- Blueprint is IT's central repository for all Business Process Analysis & Requirement Engineering artifacts.

Project Spend Portfolio: \$100,000 - \$250,000

Project Estimated Solicitation Date: TBD

Project Anticipated Start Date: FY24 Q2

Information Security

Information Security Introduction

We manage all aspects of cyber risk across business operations at the Commission, while providing a high level of service availability. We lead a strong cyber security culture that is always pushing towards maximum protection.

**World Class
Cyber Security
Protection**

**Security
Education
& Awareness**

**Continual
Security
Improvements**

Managed PKI

Project Scope: Renewal of Managed PKI/Certificate Authority

Project Spend Portfolio: \$100,000 - \$250,000

Project Estimated Solicitation Date: TBD

Project Anticipated Start Date: February 2024

Network Monitoring Tool

Project Scope: Evaluate technology for Network Detection and Response for IT and OT networks

Project Spend Portfolio: \$250,000 - \$500,000

Project Estimated Solicitation Date: FY24 Q4

Project Anticipated Start Date: TBD

Insider Threat Analysis

Project Scope: Conduct insider threat analysis

Project Spend Portfolio: \$50,000 - \$100,000

Project Estimated Solicitation Date: TBD

Project Anticipated Start Date: TBD

IT Finance & Contract Administration

IT Finance & Contract Introduction

To provide accurate, timely, and meaningful financial information to support decision-making and efficient management of resources for the successful operation of the IT applications and services provided to the Commission and its stakeholders.

To provide support for the convenient and cost-effective acquisition of software and hardware, and professional services in order to provide readily accessible and optimized digital services to the Commission.

**Budget
Management**

**Contract
Administration**

**Invoice
Processing**

**Financial
Analysis and
Reporting**

Successful Partnerships

WSSC Water is a public entity; our Procurement Regulations require all solicitations to be competitively bid

The IT Department works collaboratively with the Procurement Office and the General Counsel Office to award contracts



Tap Into Business

Human Resources Office

DeAnna Thomas, Human Resources Director

May 30, 2023

Agenda

- Department Overview
- Upcoming Projects/Solicitations
- Current Challenges
- Successful Partnerships
- Questions

Human Resources Overview



Upcoming Projects/Solicitations

Human Resources Consulting - Succession Planning

- WSSC Water is committed to establishing a pipeline of talent who are developed and ready to take on critical positions including leadership roles when the opportunities arise.
- Talent assessment and succession planning services to assist with retaining high-potential, key employees and to develop a succession for critical positions including leadership positions.

Contract Term 2 Years | Timeframe Begin FY24 Q3

Upcoming Projects/Solicitations

Human Resources Consulting - Succession Planning

- Assess the current workforce to determine the knowledge, skill, abilities and competencies required for critical positions, including, but not limited to, leadership and executive talent.
- Assess internal employee competencies and develop profiles of the current and future workforce.
- Conduct and document a GAP analysis of the workforce, including the gap between the present and future and the gap between the present profiles and future profiles developed.
- Recommend solutions based on the GAP analysis.
- Develop a plan to address the gaps including knowledge transfer strategies documenting department methods and procedures, information sharing procedures and archiving of records and systems.
- Develop a succession planning handbook to be used by departments.

Upcoming Projects/Solicitations

Human Resources Benefits – Short Term Disability

- Seeking a benefits consulting firm that has significant qualifications and experience in the employee benefits market and in advising comparable public or governmental agencies regarding employee benefits.
- Ability to provide consulting services and advice on employee disability programs, policies and other insurances associated with short term disability, long term disability and maternity/paternity leave.
- Reviewing and analyzing, the manner in which current employee disability programs are administered.
- Research, design and support implementation, administration of disability benefits that may be offered in the future.

Contract Term 2 Years | Timeframe Begin Jan 2024 FY24 Q3

Upcoming Projects/Solicitations

Human Resources Benefits – Wellness Program

Seeking a consulting and/or wellness firm to assess current wellness program and implement a wellness program for City employees. The consulting and or wellness firm will possess expertise and experience in implementing agency specific wellness programs that promote healthy behaviors.

The goal of the wellness program will be to promote healthier behaviors and outcomes for all participants, focusing on the common chronic conditions that affect a significant portion of the employee population and drive health insurance costs. The consultant will recommend cost-effective strategies designed to identify, prevent, and manage chronic conditions. The consultant will identify challenges to program success and recommend viable solutions that support a culture of health and sustain positive outcomes.

Upcoming Projects/Solicitations

Examples of Other Service Needs

- **Formal Solicitations**

- Workers' Compensation Third Party Administrator (TPA) – Contract >\$100,000
- Workers' Compensation Excess Coverage – Contract >\$100,000

- **Small Informal Bid**

- HR Consulting Services (e.g., Benefits, Compensation, Workplace Safety)
- ADA Case Management
- Workplace Investigations
- Diversity, Equity & Inclusion (DEI) Programming
- Training and Development
 - Leadership, management, DEI, soft skills, teamwork, communication, etc.
- Health & Wellness Services

Current Challenges

- Lack of internal HRO subject matter experts (SMEs)
- Time constraint for deliverable(s)
- Being more strategic with HRO wellness program(s)
- Improving employee participation in benefits and wellness programs offered by WSSC Water and healthcare service providers
- Clear assessment to ensure WSSC Water offers the best benefits and employee perks

Successful Partnerships

- Knowledge of public or governmental agencies
- Knowledge of water sector
- Knowledge of regulatory changes (when applicable)
- Able to articulate service value
- Diverse team
- Requisite knowledge – experience and expertise
- Ability to measure effectiveness
- Delivery on or before due date



Tap Into Business

Fleet Services

Lisa Cooper, Fleet Services Division Manager

May 30, 2023

Agenda

- Fleet Services Overview
- What We Buy
- Key Success Factors for Vendors

Fleet Services Overview

Fleet Services' mission is to provide safe and reliable transportation and worksite equipment to our customers. In fulfilling that mission, it is imperative that we strategically source and properly maintain our vehicles and equipment.



Fleet Services Overview

Small and Medium-sized WSSC Water vehicles 

We Have Approximately 150 International for Our Larger Vehicles



950 Vehicles



682 Pieces of Heavy Equipment



590 Thousand Gallons of Fuel Used Annually

270k Gallons of Diesel

320k Gallons of Gasoline

What We Buy

Vehicles

Heavy Equipment

Fuel

Specialty Vehicles

- Crane trucks
- NO-DES
- WACHS
- Jet Trucks
- Electric Vehicles

Tires

Oil and Lubricants

Vehicle and Equipment Parts

Repair Services

Rags

Car Washes

Lifts (in ground and above ground)

Lease Uniforms

Diagnostic Equipment

Training



How to Be Successful

- Understand How WSSC Water Does Business
- **REGISTER** in the Supplier Portal and add useful NAICS code
- **READ** solicitations completely and carefully
- Attend pre-proposals and ask questions
- Submit questions to Procurement in a timely manner
- Submit completed proposals **ONTIME**
- Add value through innovation, cost reduction, or more when responding to a bid (RFP, IFB)
- Be patient – Don't lose heart if you don't win the first time



Questions?