



# Commission-Wide Transportation Services

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Section Manager, Facility Services Division

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# Housekeeping Items

- Please put phones on silent or vibrate mode.
- Any information provided today is not legally binding.
- Audience introductions and questions will be after the presentation.
- WSSC Water reserves the right to not answer questions asked and/or submitted.
- Presentations and sign-in sheets will be posted here:  
<https://www.wsscwater.com/work-us/procurement/early-engagement-vendor-sessions/past-contract-events-documentation>
- To receive up-to-date contracting information, visit the Procurement Office's website at [www.wsscwater.com/secondary-landing-page/procurement](http://www.wsscwater.com/secondary-landing-page/procurement)



# WSSC Water at a Glance

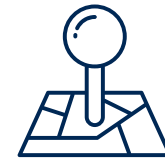
As a not-for-profit public utility, we serve our customers, not shareholders. Every dollar collected is reinvested into our infrastructure, technology and workforce to strengthen reliability, improve service and protect public health for generations to come. That commitment has helped us achieve **108 years without a single drinking water quality violation, ever.**



**8th**  
Largest combined water and wastewater utility in the United States by population served



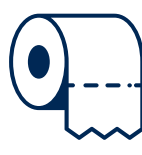
**1.9M**  
Residents served



**1,000 Sq. Mi.**  
Size of our service area



**160M+ Gal.**  
Water produced daily at 2 filtration plants



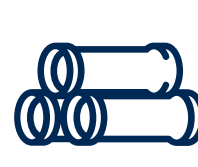
**65M+ Gal.**  
Wastewater treated daily at 6 facilities



**500,000+**  
Laboratory tests performed every year



**1,800+**  
Team H<sub>2</sub>O members deliver on our mission



**11,000+**  
Miles of pipe



**60+**  
Water storage tanks



**47,000+**  
Fire hydrants



**\$1.9B**  
FY 2027 Operating & Capital Budget



**\$9B**  
In infrastructure assets maintained on behalf of our customers

# Agenda

1. Team Introductions
2. Contract Objectives
3. Contract Overview
4. Keys to Success
5. Contract Compliance
6. Supplier Portal and OpenGov Platforms
7. Questions

# Team Introductions





# Contract Objectives

- Provide safe, reliable, professional, timely, and safety-focused transportation services for WSSC Water employees, contractors, authorized personnel, and guests
- Support operational and event-related transportation
- Support both scheduled and on-demand transportation, including same-day and short-notice requests
- Maintain qualified chauffeurs, appropriate vehicles, dispatch capability, and backup capacity to minimize service disruptions



# Contract Overview

## **Service Areas**

- Primary: Prince George's, Montgomery, and Howard Counties
- Expanded Service Area: Washington, D.C., Northern Virginia, and other DMV jurisdictions as required

## **Hours of Operation**

- Monday-Friday: 6:00 AM – 10:00 PM

## **Required Fleet**

- Van (12 passengers)
- Large Van (14 passengers)
- Mini-Bus (21 passengers)
- Coach (45 passengers)



# Keys to Success

## **Reliability and Responsiveness**

- Timely arrival and completion of every assigned trip
- Ability to accommodate scheduled, unscheduled and short-notice requests.
- Maintain adequate fleet capacity and backup vehicles

## **Safety**

- Vehicles maintained in excellent condition.
- Required inspections, licensing, insurance, and safety equipment
- First-aid kits, emergency exits, fire extinguishers, and seat belts available
- Drivers use high visibility safety vests

## **Qualified Personnel**

- Properly licensed and permitted chauffeurs
- Drivers trained in customer service
- Professional appearance and demeanor



# Keys to Success (continued)

## **Strong Communication**

- Dedicated contractor representative
- 24/7 dispatch availability
- Current emergency contacts for after-hours service
- Prompt communication regarding issues, substitutions or service disruptions

## **Professional Customer Experience**

- Clean, safe, and fully fueled vehicles
- Professional drivers
- Consistent service for WSSC Water employees and guests



# Contract Compliance

## **Vehicle Compliance**

- Model year 2016 or newer
- Properly registered, inspected, and licensed
- Meets applicable Maryland, D.C., and Virginia requirements
- GPS capability for trip verification
- Vehicles failing requirements must be removed from service immediately

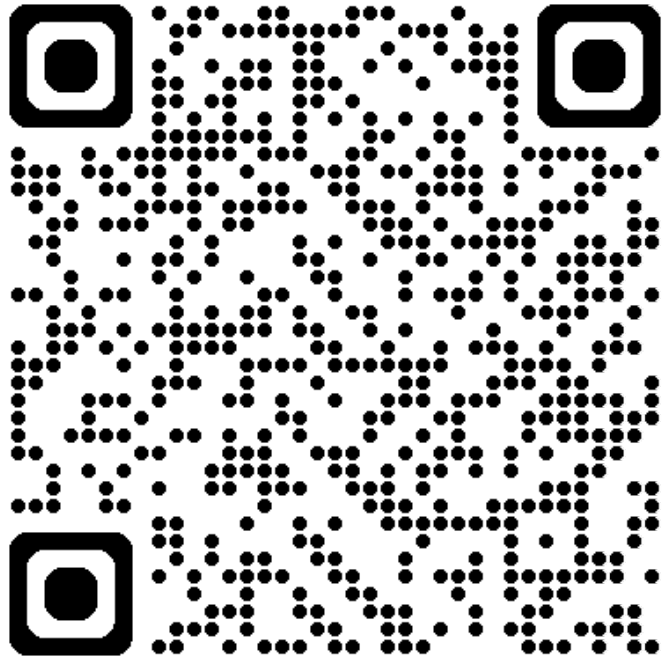
## **Driver Compliance**

- Valid license and appropriate for vehicle class
- Required chauffeur/for-hire permits and endorsements
- Current license/permit documentation maintained and available to WSSC Water
- Drivers must remain properly licensed throughout the contract

## **Safety and Insurance**

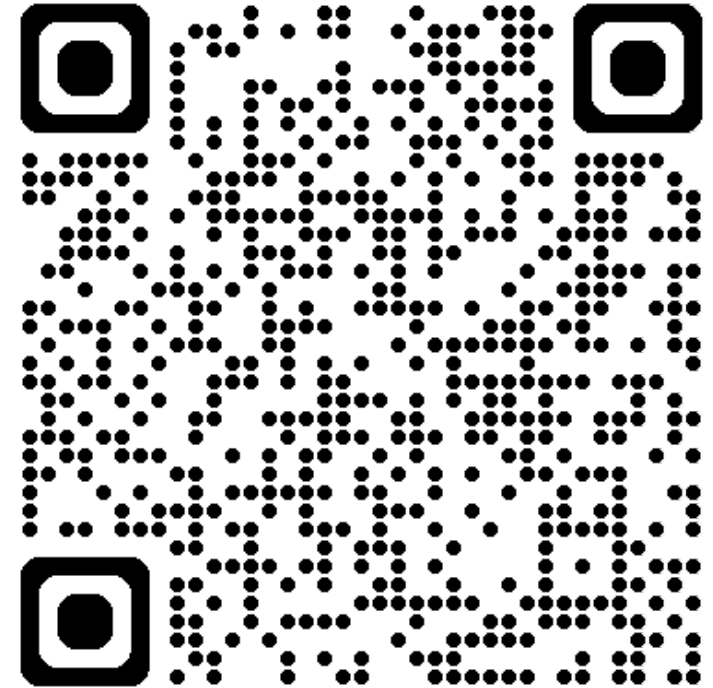
- Required automobile insurance and/or bonding
- Functional emergency and safety equipment

# Supplier Portal and OpenGov Platforms



or Visit:

<https://www.wsscwater.com/supplier>



or Visit:

<https://procurement.opengov.com/portal/wsscwater>



# Early Engagement Vendor Session Inquiry Form

<https://forms.office.com/g/c3xHCEqjgG>



# Early Engagement Vendor Session Post-Event Survey

<https://forms.office.com/g/57Ws7Ur0Xf>