



MONROE COUNTY WATER AUTHORITY

Request for Qualifications

Broker of Record for General Insurance

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November 26, 2024

Monroe County Water Authority
Finance & Business Services Department
475 Norris Drive
Rochester, New York 14610

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Evaluation Criteria

Bidder/Offerer Disclosure

SECTION 1 – INVITATION TO PARTICIPATE

1.1 Introduction

The Monroe County Water Authority (the “Authority”) is soliciting proposals from insurance brokers (the “Proposer”) for the purpose of selecting a broker(s) of record to handle the general insurance activities of the Authority and market its insurance coverage.

Prospective Proposers must offer a proposal that will meet the scope of services and the specific proposal requirements identified in this RFQ.

In responding to this RFQ, Proposers must follow the prescribed format as outlined in Section 3.5. By so doing, each Proposer will be providing the Authority with comparable data submitted by other Proposers and, thus, be assured of fair and objective treatment in the Authority's review and evaluation process.

1.2 Procurement Officer

The Procurement Officer identified below is the primary point of contact regarding this RFQ from the date of issuance until the selection of the successful Proposer.

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Monroe County Water Authority
475 Norris Drive
Rochester, New York 14610
Email: amy.molinari@mcwa.com
Phone: (585) 442-2000 x240 Fax: (585) 442-2907

1.3 Presentation and Clarification of the Authority's Rights & Intentions

The Authority intends to enter into an agreement with the selected Proposer(s) to supply the information described in this RFQ. The term of this agreement is anticipated to be for an initial 3-year term, with the option to renew for an additional two (2) 1-year terms. However, this intent does not commit the Authority to award an agreement, or assignment, to any responding Proposer, or to pay any costs incurred in the preparation of the proposal in response to this request, or to procure or contract for any services. The Authority reserves the right in its sole discretion to: (a) accept or reject in part or in its entirety any proposal received as a result of this RFQ if it is in the best interest of the Authority to do so, and (b) award one or more designations of broker of record to one or more qualified Proposers if necessary to achieve the objectives of this RFQ if it is in the best interest of the Authority to do so.

More than one broker may be asked to participate in providing insurance proposals to the Authority. The brokers are to provide to the Authority a list of carriers, in order of preference

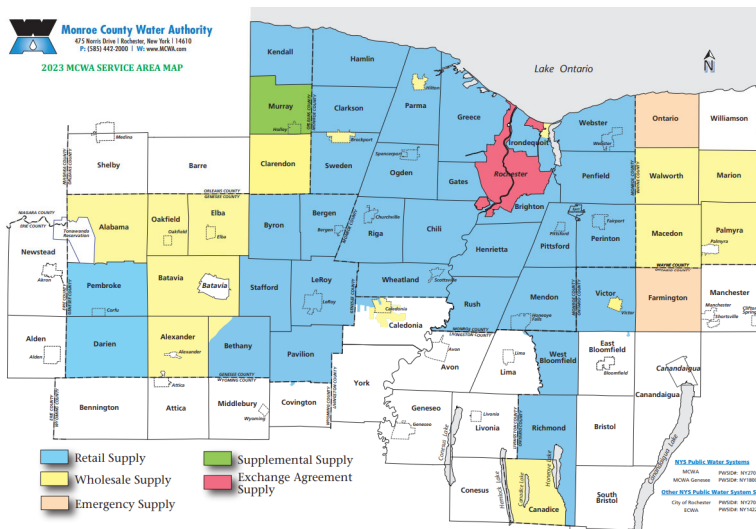
that they would like to approach. The brokers are not to submit applications, or other written material, to the carriers prior to carrier assignment by the Authority. If a broker is going to use a wholesaler to approach insurance companies, the broker must identify the companies the wholesaler would like to obtain quote(s) from. The Authority will assign insurance carriers to the competing brokers. The brokers can only make submission to the carriers they have been assigned. If a broker approaches another broker's assigned market(s), in writing or verbally, the broker will be disqualified from offering a proposal and their markets will be reassigned.

If a broker wishes to approach an unassigned market after markets have been assigned, the broker must submit a written request to the Authority. It will be the discretion of the Authority if they will allow the broker to approach that market.

The Authority will be marketing its General Insurance Program with an effective date of July 1, 2025 for the renewal insurance policies. As such, you are being invited to present your broker qualifications to handle the Authority's insurance program.

1.4 Overview of the Organization

The Authority was created by State legislation in 1950 to solve the water supply needs of this community. In 1959, the Authority took over the assets of the private, New York Water Service Corporation and had 27,000 retail customers, serving just portions of the County's inner ring towns and portions of the City. As surrounding towns and villages faced new water supply challenges, the Authority's service area has steadily grown. Today, the Authority serves over 190,000 customers in every town and village in Monroe County, plus towns, villages, and other water authorities in each of the five adjacent counties. The Authority's system infrastructure includes its main operations center, meter shop, 3 water treatment plants, 49 remote pumping stations, 51 tanks and 2 storage reservoirs, and over 3,500 miles of transmission and distribution water mains. For additional information on the Authority, go to www.mcwa.com



1.5 Tentative Schedule

The schedule of events for this RFQ and the July 1, 2025 renewal is anticipated to proceed as follows:

Request for Qualifications Timeline:

November 26, 2024	RFQ distributed; announced on the Authority website.
December 13, 2024	Pre-proposal questions due to the Authority, in writing via email.
December 16, 2024	Addenda issued with answers to Proposer's questions (if necessary).
December 30, 2024	Proposals due by 12:00 p.m. ET
January 9, 2025	Estimated Award Date - It is the intent of the Authority for the Board of Directors to select a broker(s) of record at its January Board Meeting

July 1, 2025 Renewal Timeline:

February 3, 2025	The Authority will request preferred markets from Broker(s) awarded by this RFQ
February 10, 2025	Broker(s) market requests due to the Authority.
February 12, 2025	Market assignments will be released to Broker(s).
April 18, 2025	The Authority will expect to receive quotation information from the selected broker(s) for review and analysis.
May 1, 2025	Insurance recommended will be presented to the MCWA Audit Committee.
May 8, 2025	Insurance recommended will be presented to the MCWA Board of Directors for approval.

SECTION 2 – Scope of Services

SCOPE OF BROKER SERVICES

For General Insurance Program Effective: July 1, 2025

Insurance Marketing & Placement:

1. The selected Broker of Record must perform the services necessary to replace insurance coverage expiring on June 30, 2025. Broker services will be fee for services and insurance coverage quotes will be net of commission.

2. The Broker must place and maintain the insurance coverage listed below with insurance companies having an A.M. Best Rating of A- or better:
 - a) General Liability
 - b) Public Officials Liability
 - c) Employment Practices Liability
 - d) Umbrella - \$10M
 - e) Property
 - f) Equipment Breakdown (including boiler?)
 - g) Inland Marine
 - h) Automobile
 - i) Crime
 - j) DIC – Excess Flood & Earthquake
 - k) Storage Tank – Pollution
 - l) Owners Contractors Protective (OCP)
 - m) Employee Protection – Travel Accident (Accidental Death & Dismemberment)
 - n) Cyber
 - o) Standalone Drone
 - p) Excess Liability - \$40M

3. The Broker must:
 - a) Market the insurance programs prior to expiration of policies, and in accordance with Section 1.5 Tentative Schedule, indicating in writing coverage and deductible/retention options being considered.
 - b) Provide unbiased alternate insurance proposals no later than 60 days prior to expiration of policies
 - c) Provide copies of the actual quotations and any declinations to the Authority and its independent insurance consultant.
 - d) When requested, the Broker will complete a risk analysis and provide to the Authority.

4. The Broker must negotiate the best terms and coverage for each coverage exposure and:
 - a) Verify the accuracy and adequacy of the proposal in conformance with specifications
 - b) Prepare a comparison of coverage and pricing between competitive solicitation and the expiring policies
 - c) Compare policy forms/coverage with the expiring policies
 - d) Provide a comprehensive financial analysis
 - e) Evaluate the results making recommendations as to which proposals should be selected

Proper documentation of such negotiations, analysis and recommendations shall be provided to the Authority.

5. The Broker will place insurance coverage as directed by the Authority.
6. The Broker must review, approve and submit all premium billings to the Authority with adequate lead-time to avoid late payments. Premium payments made by the Authority shall be remitted to the insurance company or from the Broker to the insurance company without delay.
7. The Broker must prepare certificates of Insurance and Automobile ID cards as requested by the Authority within one business day of receipt of request and provide evidence of change requests in a timely manner.

Ongoing Insurance Service:

8. The Broker will be responsible for the review, marketing and placement of such other insurance coverage as may be required by the Authority subsequent to being appointed Broker of Record.
9. Prior to subsequent renewals, the Broker must evaluate existing insurance contracts and claims history and make recommendations concerning changes, modifications and/or additions in terms, conditions and coverage limits.
10. The Broker must provide assistance on determining annual updated replacement values of property and equipment.
11. The Broker must perform Broker/Risk Management and other related services customarily expected of a broker, including but not limited to: delivering insurance policies or binders; accurately amend policies, as needed; upon request providing timely, written interpretation of coverage and represent Authority in communications with carriers regarding coverage issues.

12. The Broker must review existing "Third Party" contracts to ensure insurance and indemnification agreements are adequate.
13. The Broker must report any material change in premiums quoted or terms and conditions of the policy within one business day of being known to the Broker.
14. The Broker will monitor the financial conditions of the Authority's insurance carriers and report all rating downgrades to the Authority within five business days of becoming aware of such a downgrade.
15. The Broker must comply with all federal, state and local statutes, rules and regulations including maintaining licensing as required by New York for all personnel associated with serving the Authority.
16. The personnel assigned to service the Authority's insurance program once the Broker of Record has been assigned, must not be changed or modified without prior notification and approval by the Authority. The Broker must notify the Authority within one business day of any account team changes.
17. The Broker must establish a Claim Handling procedure at least 5 days before the effective date of policy inception.

Other Services (as requested):

18. The Broker must be available for consultation on an as-needed basis. This includes meetings in person as requested and/or same day telephone consultation. This may include meetings with the Authority's Board, Attorney or Staff and consulting services for various risk related issues in the Authority's contractual agreements, programs, projects and unique or unusual circumstances.
19. The Broker must prepare an annual report, including a schedule of policies in force, coverage provisions, premiums and insurance claims experience for the prior policy year and recommendations for possible adjustments to the insurance coverage for the next policy year. They must outline options to contain costs without sacrificing coverage for potential catastrophic loss. The report must also provide a summary of Broker Support Services rendered during the prior year, with recommendations for subsequent year's services.
20. The Broker must provide assistance with forecasting and budgeting for annual insurance/risk management related expenditures, including a market forecast by line of coverage during the Authority's budgeting period.

21. The Broker must provide or facilitate risk evaluation, training, and education relative to loss control, safety, claims management and other related topics in the area of Risk Management.
22. The Broker must assist the Authority in developing insurance requirements for the various contracts (design, construction and service) and in reviewing insurance policies, contracts, leases and bonds as requested by the Authority.
23. The Broker must provide insurance valuations for existing, newly acquired and/or refurbished Real Property as may be requested by the Authority and shall provide assistance in determining annual updated replacement values for property and equipment.
24. The Authority reserves the right to audit the information provided by the Broker.
25. The Broker must provide the Authority's Risk Manager, auditor, or representative full access to the Broker's working files at the Authority's convenience and discretion.
26. The broker must complete a written loss control plan.
27. The Broker must provide Loss Run reports.
28. The Broker must provide a claims review.

SECTION 3 - SPECIFIC PROPOSAL REQUIREMENTS

3.1 Submission of Proposer's Statement of Qualifications and Proposal

- A. Please provide one (1) original and six (6) copies of proposal.
- B. To be considered, Proposers must submit a complete response to this RFP/Q. Proposers not responding to all information requested, or indicating exceptions to those items not responded to, may be rejected. The Authority reserves the right to reject any or all proposals submitted. **Requests for extension of the submission date will not be granted.**
- C. All proposals must be submitted in a sealed envelope clearly labeled “RFP/Q – Third Party Payment Processing”. All proposals must be addressed to the Procurement Officer listed below and must be submitted via a delivery service, such as UPS or FedEx. Delivery service must also be instructed to “**Deliver to blue drop box located at Employee Entrance - Door 19**”. The Authority cannot accommodate deliveries requiring signatures to confirm receipt. Proposers shall have sole responsibility to contact the Procurement Officer to confirm receipt of proposal. **Proposals hand delivered or submitted via US Postal Service will be returned unopened.**

Alane Mammino, Senior Cash Manager
Proposal – Third Party Payment Processing
Monroe County Water Authority
475 Norris Drive
Rochester, NY 14610

Deliver to blue drop box located at Employee Entrance - Door 19

- D. **Economy of Preparation:** Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Proposer's capabilities to satisfy the requirements of the RFP. Expensive bindings, color displays, promotional material, etc., are neither necessary nor desired. Emphasis should be on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. Vague terms such as "Proposer complies" or "Proposer understands" should be avoided. **There is a maximum 50 page limit for the proposal.**

3.2 Clarification of RFQ and Questions

Questions that arise prior to or during proposal preparation must be submitted **via email** no later than December 13, 2025. Questions and answers will be provided to all Proposers who have received the RFQ and must be acknowledged in the RFQ response. No contact will be allowed between the Proposer and any other member of the Authority regarding this RFQ during the RFQ process unless specifically authorized in writing by the RFQ Procurement

Officer. Prohibited contact during the restricted period may be grounds for Proposer disqualification.

3.3 Inspection of Facilities

Insurance carriers who wish to inspect our facilities can do so by appointment. Insurance carriers can request information prior to their visit to hopefully facilitate their inspection. Any requested information will be made available, if possible, prior to the inspection or at the time of the inspection.

Please note: any proposal provided will not be accepted if it includes “subject to inspection”.

3.4 Addenda to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be provided to all that received the basic RFQ. An acknowledgement of such addenda, if any, must be submitted with the RFQ response.

3.5 Organization of Proposal

This section outlines the information that must be included in your Proposal. Please respond with your information in the same order as the items in the section.

- A. Letter of Transmittal**
- B. Table of Contents:** Include a Table of Contents at the beginning, which clearly outlines the contents of your submittal.
- C. Company Information:** Provide a brief history of your company including the number of years in business, identification of company ownership, and the number of employees.
- D. Account Team:** Identify an account team that will be assigned to handle the Authority’s account. Resumes of the team members are to be provided. At minimum the team should include:
 - Individual responsible for entire account
 - Individual(s) who will handle day-to-day account activities
 - Individual responsible for loss control
 - Individual responsible for claims/loss information
- E. Scope of Services:** Please refer to the included Scope of Services, Section 2, for an outline of the services expected by the Authority. Please provide a brief summary of your organization’s capabilities in meeting or exceeding the Authority’s expectations.

Your responses should be by separate attachment, with the Brokerage Company clearly identified and the respondent's signature, title and date affixed.

F. Qualifications: Your response to the following questions should apply to the local office that will be servicing the Authority.

1. How many employees are in your office?
2. What is the annual premium volume of Property and Casualty business handled by your local office for the following lines of coverage?
 - a) General Liability
 - b) Public Officials Liability
 - c) Employment Practices Liability
 - d) Umbrella - \$10M
 - e) Property
 - f) Equipment Breakdown (including boiler?)
 - g) Inland Marine
 - h) Automobile
 - i) Crime
 - j) DIC – Excess Flood & Earthquake
 - k) Storage Tank – Pollution
 - l) Owners Contractors Protective (OCP)
 - m) Employee Protection – Travel Accident (Accidental Death & Dismemberment)
 - n) Cyber
 - o) Standalone Drone
 - p) Excess Liability - \$40M
3. Provide a list of at least five other authorities or major municipalities that your office currently handles and identify which one is your largest.
4. What is the amount of your Errors or Omissions coverage?
5. Any other qualifications or pertinent information that you feel distinguishes your company above all others.

- G. References:** Provide a minimum of three clients (preferably authorities or major municipalities) for whom your company has provided similar services. Include the following information for each client:
- a. Name and address of the client;
 - b. Name and telephone number of contact person;
 - c. Summary of the services provided.
- H. The enacted provision of New York State Finance Law §139-j and §139-k requires that the Bidder/Offerer Disclosure Form (attached) be completed and returned to the Authority with your proposal. If not completed and submitted, the Proposal will be automatically rejected.**

3.6 Method of RFQ Evaluation

- A. RFQ Evaluation and Selection Criteria:** Selected personnel from the Authority will form the Evaluation Committee for this RFQ. It will be the responsibility of this Committee to evaluate all properly prepared and submitted proposals for the RFQ and make a recommendation for award. The Evaluation Committee will make its recommendations to the Authority's Audit Committee for final recommendation. The Evaluation Committee will consider the following factors, not necessarily in order of importance:
- ◆ Qualifications
 - ◆ Staff assigned
 - ◆ Relevant experience
- B. Submittal Approval Process:** Respondents must be aware that any selection resulting from this request for qualifications is subject to approval by the Authority Board. The Authority anticipates making a selection at the Board meeting on January 9, 2025.

3.7 Investigations

The Authority reserves the right to conduct any investigations necessary to verify information submitted by the respondent and/or to determine the respondent's capability to fulfill the terms and conditions of the scope of services that is described herein. The Authority reserves the right to visit a prospective respondent's place of business to determine the existence of the company and the management capabilities required to administer this agreement. The Authority will not consider respondents that are in arrears to the Authority, in bankruptcy, or in the hands of a receiver at the time of responding or at the time of selection.

SECTION 4 - GENERAL INFORMATION FOR THE PROPOSER

4.1 Reservation of Rights

The Authority reserves the right to refuse any and all responses, in part, or in their entirety, or select certain aspects from various respondents, or to waive any informality or defect in any response should it be deemed to be in the best interest of the Authority. The Authority is not committed, by virtue of this RFQ, to select a broker of record. The responses submitted become the property of the Authority. If it is in its best interest to do so, the Authority reserves the right to:

- A. Make selections based solely on the responses or negotiate further with one or more respondents. The respondent selected will be chosen on the basis of greatest benefit to the Authority as determined by an evaluation committee.
- B. Negotiate with the selected respondent.
- C. Select more than one broker of record, although only one will be selected for any specific business coverage.

4.2 Acceptance of Response Content

The contents of the response of the successful broker may become contractual obligations, should award of broker of record status ensue. Failure of a respondent to accept these obligations may result in cancellation of the award.

4.3 Final Approval and Written Agreement

The successful firm will be required to enter into a written agreement with the Authority in a form approved by the Authority's legal counsel. The Authority reserves the right to negotiate the terms and conditions of the agreement with the selected firm. Proposers must be aware that any contract resulting from this RFQ is subject to approval by the Authority's Board of Directors.

4.4 Proposal Period

All proposals must state the period for which the proposal shall remain in effect with a minimum of 120 days from the due date of the proposal.

4.5 Contract Payment

Actual terms of payment will be the result of agreements reached between the Authority and the Proposer selected.

4.6 Property Rights

For purposes of this RFQ and for the contract, the term "Work" is defined as all data, records, files, information, work products, discs developed, produced or generated in connection with the services to be provided by the respondent. The Authority and the Respondent intend the selection to be for services, and each considers the Work and any and all documentation or other products and results of the services to be rendered by the respondent to be a work made for hire. In making a submittal in response to this RFQ, the respondent acknowledges and agrees that the Work (and all rights therein) belongs to and shall be the sole and exclusive property of the Authority.

The Respondent and the Respondent's employees shall have no rights in or ownership of the Work and any and all documentation or other products and results of the services or any other property of the Authority. Any property or Work not specifically included in the submittal as property of the respondent shall constitute property of the Authority.

4.7 Incurring Costs

The Authority is not liable for any costs incurred by the Proposer prior to the effective date of the contract.

4.8 Material Submitted

The Authority reserves the right to ownership, without limitation, of all materials submitted. However, because the Authority could be required to disclose documents received under the New York Freedom of Information Law, the Authority will, to the extent permitted by law, seek to protect the Proposer's interests with respect to any trade secret information submitted as follows:

Pursuant to Public Officers Law §87, the Monroe County Water Authority will deny public access to Proposer's proposal to the extent the information constitutes a trade secret, which if disclosed, would cause substantial harm to the proposer's competitive position, provided the Proposer identified the information it considers to be a trade secret and explains how disclosure would cause harm to the Proposer's competitive position.

In view of these obligations, it is incumbent upon the Proposer that the submittal indicate any specific material in the proposal that constitutes a trade secret and should be redacted.

Proprietary information submitted in response to this RFQ must be separately packaged, sealed, and clearly labeled "Proprietary". Financial data, trade secrets, test data, and similar proprietary information will, to the extent permitted by law, remain confidential provided such information is clearly marked by the Proposer.

4.9 Procurement Policy

Pursuant to State Finance Law §§139-j and 139-k, this Request for Qualifications includes and imposes certain restrictions on communications between a Governmental Entity (including the Authority) and Bidder/Offerer during the procurement process. A Bidder/Offerer is restricted from making contacts from the earliest notice of intent to solicit offers through final award and approval during the Authority's procurement process to other than the Authority's Procurement Officers unless it is a contact that is included among certain statutory exceptions set forth in State Finance Law §139-j(3)(a). The Authority's Procurement Officers for this Governmental Procurement as of the date hereof, are identified herein. Authority employees are also required to obtain certain information when contacted during the restricted period and make a determination of the responsibility of the Bidder/Offerer pursuant to these two statutes. Certain findings of non-responsibility can result in rejection for contract award and in the event of two findings within a four (4) year period, the Bidder/Offerer is debarred from obtaining governmental Procurement Contracts. Further information about these requirements may be obtained from the Procurement Officers.

The Authority reserves the right to terminate this contract in the event it is found that the certification filed by the Bidder/Offerer in accordance with State Finance Law §139-k(5) was intentionally false or intentionally incomplete. Upon such finding, the Authority may exercise its termination right by providing written notification to the Bidder/Offerer in accordance with the written notice terms of this contract.

EVALUATION CRITERIA

1. Did Proposer submit an executed Bidder/Offerer Disclosure Form in accordance with NYS Finance Law 139-J and 139-K? Yes No

ITEM	SCORE*	WEIGHT
Qualifications		30%
Scope of Services		30%
Relevant Experience		40%

*Scoring 1-10 Points, 1 being lowest and 10 being highest.

**BIDDER/OFFERER DISCLOSURE
OF
PRIOR NON-RESPONSIBILITY DETERMINATION & AFFIRMATION/CERTIFICATION
IN ACCORDANCE WITH NYS FINANCE LAW 139-J AND 139-K**

BACKGROUND

New York State Finance Law §139-k(5) requires that every Procurement Contract award subject to the provisions of State Finance Law §§139-k or 139-j shall contain a certification by the Offerer that all information provided to the procuring Governmental Entity with respect to State Finance Law §139-k is complete, true, and accurate.

INSTRUCTIONS

The Monroe County Water Authority must obtain the required certification that the information is complete, true, and accurate regarding any prior findings of non-responsibility, such as non-responsibility pursuant to State Finance Law §139-j. The Offerer must agree to the certification and provide it to the procuring Governmental Entity.

Name of Individual or Entity Seeking to Enter into the Procurement Contract:

Address _____

Name & Title of Person Submitting this Form: _____

Date: _____

1. In the previous four years, has any Governmental Entity made a finding of non-responsibility regarding the individual or entity seeking to enter into the Procurement Contract?

No Yes

If yes, answer the next questions.

2. Was the basis for the finding of non-responsibility due to a violation of State Finance Law 139-j?

No Yes

3. Was the basis for the finding of non-responsibility due to the intentional provision of false or incomplete information to a Governmental Entity?

No Yes

4. If you answered YES to any of the above questions, provide details regarding the finding of non-responsibility below.

Governmental Entity: _____

Date of Finding of Non-Responsibility: _____

Basis of Finding of Non-Responsibility: _____

(Add additional pages as necessary.)

5. Has any Governmental Entity or other governmental agency terminated or withheld a Procurement Contract with the above-named individual or entity due to the intentional provision of false or incomplete information?

No Yes

6. If yes, provide details below:

Governmental Entity: _____

Date of Termination or Withholding: _____

Basis of Termination or Withholding: _____

(Add additional pages as necessary.)

By signing below, Bidder/Offerer affirms that he/she understands and agrees to comply with the Monroe County Water Authority's Procurement Disclosure Policy, Code of Ethics Policy, and Conflict of Interest Policy as required by State Finance Law 139-J(3) and 139-j(6)(2) and certifies that all information provided to the Water Authority with respect to State Finance Law 139-j and 139-k is complete, true, and accurate.

By: _____ Date: _____
(Signature of Person Certifying)

Print Name: _____

Print Title: _____

Bidder/Offerer Name: _____
(Company Name)

Bidder/Offerer Address: _____
_____ Phone: _____

Email: _____