

**SEMINOLE COUNTY GOVERNMENT
AGENDA MEMORANDUM**

SUBJECT: Contracts and Bids

DEPARTMENT: Fiscal Services **DIVISION:** Purchasing and Contracts Division

AUTHORIZED BY: Cindy Hall *CH* **CONTACT:** Ray Hooper *RH* **EXT.** 7111

Agenda Date 02/25/03 **Regular** **Consent** **Work Session** **Briefing**
Public Hearing – 1:30 **Public Hearing – 7:00**

MOTION/RECOMMENDATION:

BACKGROUND:

CONSTRUCTION PROJECTS

- 19. **Award CC-1195-02/BJC – Osceola Road Landfill Maintenance Building and Roadway Improvements, to GCI/General Constructors, Inc., Altamonte Springs, (\$1,060,967.00).**

CC-1195-02/BJC will provide for all labor, materials, equipment, transportation, coordination and incidentals necessary for the construction of high bay vehicle maintenance building and attached one-story office and support space. This

Reviewed by:
Co Atty: _____
DFS: _____
Other: _____
DCM: SS
CM: [Signature]

File No. CFSP00

feet of landfill roadway. This support space serves the administration functions for the landfill operations and support functions for the vehicle maintenance, together with parking, utility and vehicle wash facilities and roadway improvements.

This project was publicly advertised and the County received thirteen (13) responses. The Review Committee, which consisted of David Gregory, Solid Waste Division Manager; Carol L. Hunter, PEI/Environmental Services and Chuck Lawson, Facilities Maintenance Division, evaluated the submittals. Consideration was given to the firm's qualifications, experience and cost of the project.

The Review Committee recommends award of the contract to the lowest responsible, responsive Bidder, GCI/General Constructors, Inc., Altamonte Springs, in the amount of \$1,060,967.00. The completion time for this project is one hundred eighty-three (183) calendar days from the issuance of the Notice to Proceed by the County.

This is a budgeted project and funds are available in account number 087900-56065000 (Solid Waste, Construction in Progress) CIP #DH95061X and DH90351X. Environmental Services/Solid Waste and Fiscal Services/Purchasing and Contracts Division recommend the Board to approve the project and authorize the Chairman to execute the agreement as prepared and approved by the County Attorney's Office with no major deviation of terms and pursuant to the scope of services in the Bid Documents.

20. Award CC-1200-02/BJC – Northwest Avenue Erosion and Sedimentation Control Project, to Schuller Contractors, Inc., Orlando (\$764,000.00).

CC-1200-02/BJC will provide for all labor, materials, equipment, coordination, and incidentals necessary for the installation of structural and non-structural erosion control measures along an approximately 550-foot section of the Little Wekiva River. The structural measures consist of a combination of gabions, reno mattress and miscellaneous drainage systems. The non-structural measures consist of a variety of plantings to be installed in littoral shelves, top of bank, and terraced areas. Also included is the removal and replacement of approximately 128 feet of sanitary sewer system.

This project was publicly advertised and the County received four (4) responses. The Review Committee, which consisted of Al Collock, Inspector/Stormwater Division; Ed Torres, P.E., Project Engineer/Stormwater Division and Robert Walter, P.E., Principal Engineer/Stormwater Division evaluated the submittals. Consideration was given to the firm's qualifications, experience and cost of the project.

The Review Committee recommends award of the contract to the lowest responsible, responsive Bidder, Schuller Contractors, Inc., Orlando in the amount

of \$764,000.00. The completion time for this project is one hundred twenty (120) calendar days from the issuance of the Notice to Proceed by the County.

This is a budgeted project and funds are available in account number 077600-56063000 (Stormwater – 13000, Improvements Other than Buildings) CIP# PC60214X. The execution of this Agreement is contingent upon execution of the Interlocal Agreement between the County and Utilities, Inc. Public Works/Stormwater Division and Fiscal Services/Purchasing and Contracts Division recommend the Board to approve the project and authorize the Chairman to execute the agreement as prepared and approved by the County Attorney's Office with no major deviation of terms and pursuant to the scope of services in the Bid Documents.

21. Approve Change Order #6 to FC-1142-00/BJC – County Road 427, Phases V and VI, with Bergeron Land Development, Kissimmee (\$43,515.95) (Time Extension).

FC-1142-00/BJC provides for all labor, materials, equipment, coordination and incidentals necessary for the construction of a four (4) lane urban roadway approximately 1.25 miles in length along an existing two (2) lane corridor from U.S. 17/92 to Hester Avenue (C.R. 427 – Phase V) and for the construction of a four (4) lane urban roadway expandable to a six (6) lane roadway approximately 2 miles in length along an existing two (2) lane corridor from Hester Avenue to Lake Mary Boulevard (C.R. 427 – Phase VI). Change Order #6 will provide for a revised scope for Roadway Landscaping, relocation of existing canopies and fences for driveway construction per property acquisitions, new fencing in accordance with the site plan for the Kids House of Seminole County, extension of existing contract item for subsoil excavation and yard drains and the adjustment of existing manholes. An additional ninety-four (94) days of contract time is required for the completion of this project. The following is the summary of the cost of this contract:

Original Contract Sum	\$8,145,604.69
Change Orders 1 thru 5	107,363.24
Add Change order #6	<u>43,515.95</u> (+ 94 days)
Revised Contract Sum	\$8,296,483.88

Funds are available in account numbers 077515-56067000 (Engineering, Roads) and 077521-56067000 (Arterial Road Projects, Roads) CIP #DE56047Z. Public Works/Engineering and Fiscal Services/Purchasing and Contracts Division recommend the Board to approve and authorize the Chairman to execute the Change Order.

22. Accept and authorize the Chairman to execute the Certificate of Completion for FC-1176-02/BJC – Central Transfer Station HVAC Renovations, to Air Mechanical & Service Corporation, Orlando (Certificate of Completion).

FC-1176-02/BJC provided for all labor, materials, equipment, coordination and incidentals necessary for the HVAC equipment replacement with ductwork modifications and diffuser replacement. As of January 8, 2003, all work and documentation have been satisfactory completed. Environmental Services and Fiscal Services/Purchasing and Contracts Division recommend the Board to approve the acceptance of this project and authorize the Chairman to execute the Certificate of Completion.

PROFESSIONAL SERVICES

- 23. Approve ranking list for PS-5133-02/BJC – Professional Services for Parcel Sketch Services for Property Acquisition, authorize negotiations and award agreement to Professional Engineering Consultants (Not-to-Exceed \$200,000.00).**

PS-5133-02/BJC will provide for a qualified consultant to prepare two types of parcel sketches: boundary sketches and detailed sketches of improvements. In each instance, the consultant will use data gathered by others, supplemented when necessary by data collected by the consultant to prepare the sketches.

This project was publicly advertised and the County received two (2) submittals (listed in alphabetical order):

- Professional Engineering Consultants, Inc., Orlando
- Weidener Surveying & Mapping, P.A., Orlando

The Evaluation Committee, which consisted of Mark Gisclar, Stormwater Division; Bob Risner, County Appraiser; Stephen Lee, Deputy County Attorney and Lynn Vouis, Assistant County Attorney, evaluated the submittals. The initial evaluation consisted of:

Qualifications:

- Qualifications of firm & sub-consultants
- Educational background and training
- Similar work experience
- References

Project Approach:

- Project approach
- Quality control

Ability to Perform:

- Location of firm
- Workload
- Minority Business Enterprise certification

- Volume of work previously awarded by Seminole County

Based on the initial evaluation criteria, the Evaluation Committee interviewed both firms.

Consideration was given to the following:

- General professional experience and qualifications
- Proposed use of Sub-consultants
- Proposed approach to performing the work
- Qualifications of proposed project manager
- Proposed project staff resources
- Quality of interview presentation

Authorization for performance of services by the Consultant under this agreement shall be in the form of written work orders issued and executed by the County and signed by the Consultant. The work and dollar amount for each work order will be negotiated on an as-needed basis.

The Evaluation Committee recommends the Board to approve the following ranking and authorize negotiations and award an agreement to the top ranked firm or second ranked firm, if negotiations with the top ranked firm fail:

1. Professional Engineering Consultants, Inc., Orlando
2. Weidener Surveying & Mapping, P.A., Orlando

County Attorney's Office and Purchasing and Contracts Division recommend the Board to approve the project, authorize the staff to negotiate and authorize the Chairman to execute the agreement as prepared and approved by the County Attorney's Office with no major deviation in terms and pursuant to the requirements of the PS documents as long as the contract does not exceed \$200,000.00.

24. Approve Amendment #1 to PS-528-98/BJC – Construction Engineering and Inspection Services for C.R. 427 – Phases V and VI, with URS Corporation, Orlando (\$148,660.90).

PS-528-98/BJC provides for services necessary to administer the construction contract in the manner so as to determine that the project is constructed in reasonable conformity with the plans, specifications and contract provisions. Amendment #1 will provide for an increase to the dollar amount for the Master Agreement to cover additional construction engineering and inspection services necessary to be concurrent with the contract extension granted to the Construction Contractor. The approval is based on relocation of existing canopies and fences for driveway construction, new fencing in accordance with the site plan for the Kids House of Seminole County, extensions of existing

contract item for subsoil excavation and yard drains and adjustment of existing manholes. The following is a summary of the cost of the contract:

Original Contract Sum	\$1,000,000.00
Add Amendment #1	<u>148,660.90</u>
Revised Contract Sum	\$1,148,660.90

Authorization for performance of services by the Consultant under this agreement shall be in the form of written Work Orders issued and executed by the County and signed by the Consultant. The work and dollar amount for each Work Order will be negotiated on an as-needed basis for each project based on established rates schedule.

Funds are available in account numbers 077515-56067000 (Engineering, Roads) and 077521-56067000 (Arterial Road Projects, Roads) CIP #DE56047Z. Public Works/Engineering and Fiscal Services/Purchasing and Contracts Division recommend the Board to approve and authorize the Chairman to execute the Amendment.

- 25. Approve Second (Final) Renewal to PS-583-01/BJC – Continuing Agreement for Professional Landscape Architecture and Irrigation Design Services, with Herbert Halback, Inc., Orlando and David Wickham & Associates, Inc., Lake Mary (April 26, 2003 through April 25, 2004) (Not-to-Exceed \$60,000.00).**

PS-583-01/BJC provides for services necessary for landscape architecture and irrigation system design for Public Works projects.

Herbert Halback, Inc., Orlando and David Wickham & Associates, Inc., Lake Mary, have agreed to renew their agreements for the period of April 26, 2003 through April 25, 2004, at the same rates, terms and conditions. The estimated usage of these contracts for the specified period is not-to-exceed \$60,000.00.

Authorization for performance of services by the Consultants under these agreements shall be in the form of written Work Orders issued and executed by the County and signed by the Consultants. The work and dollar amount for each Work Order will be negotiated on an as-needed basis for each project based on established rates schedule.

Public Works/Engineering and Fiscal Services/Purchasing recommend the Board to approve the renewal and authorize the Purchasing and Contracts Division to notify the Consultants of such actions.

- 26. Approve Amendment #11 to PS-332-96/BJC - Engineering Services for Lake Emma Road, with Bowyer-Singleton & Associates, Inc., Orlando (Time Extension).**

PS-332-96/BJC provides for preliminary engineering and final roadway design including landscaping and irrigation plans, design and right-of-way surveys, geotechnical surveys and right-of-way maps with title search for the construction of approximately 2.1 miles of multi-lane collector highway. Amendment #11 will provide for an extension of the contract until April 18, 2004. This action will allow the County to maintain the services of the Consultant until final completion of the project. No additional compensation is required through this Amendment.

Environmental Services, Public Works/Engineering and Fiscal Services/Purchasing and Contracts Division recommend the Board to approve and authorize the Chairman to execute the Amendment as approved and prepared by the County Attorney's Office.

REQUEST FOR PROPOSALS

27. Approve Amendment #2 to RFP-484-00/BJC – Consultant Services Agreement for Management of the Seminole County's Road, Stormwater and Traffic Facility Systems, with LA Associates Consulting, Inc., El Segundo, CA (\$237,259.00).

RFP-484-00/BJC provides for services related to management of the County's road, stormwater, and traffic facility systems. The services requested include, but are not necessarily limited to the following:

- Create maintenance activity inventory and related database
- Identify best work practices, materials, and technologies
- Assist in the selection and integration of software designed to facilitate easy recording, storage, recovery and forecasting of information
- Assist in the automation of work scheduling and customer response
- Involve the service delivery workforce as well as management
- Observable service, quality, and cost advances within approximately 15 months.

The implementation of 21 out of the 28 recommendations from the Maintenance Review Report by LA Associates Consulting, Inc., and guidance from the firm in the implementation of the Maintstar software application, has resulted in the following management highlights:

- Implementation of a department wide system with associated software (27 data bases were eliminated);
- More efficient work is being done (9 out of 10 major activities improved);
- Decisions made on streamlining organization, resources, and data bases have resulted in savings to the County;
- Accountability affirmed as all work done is captured and 80% of all efforts tracked to a specific maintenance activity;

- Better planning – it is activity-based and outcomes established by function and district;
- Scheduling system established (bi-weekly schedules);
- Customer response captured and integrated (11,000 service requests);
- Enhanced staff skills through guidance and training in the use of computers, software and handheld units.

LA Associates Consulting, Inc. has assisted in the creation of a much customized system to meet Seminole County's specific needs. Their expertise in Public Work's operational processes and system would enable the County to more effectively implement refinements or enhancements as needs evolve and grow.

Amendment #2 will provide for the integration of the system into both engineering and maintenance operations. This action will also support use of the County's existing GIS with MaintStar. The amendment will also include multi-year support for the update and enhancement of 2003-2004, 2004-2005 and 2005-2006 annual work plans. Future potential improvements include:

- Configuration of Maintstar for right of way permitting;
- Continued enhancements of the system for maintenance operations by fine tuning annual plans based upon actual data as the system captures more information as the years progress (2003-2004, 2004-2005);
- Establish an internal request process for survey and right of way work requests;
- Develop ability to store asset condition rating information in Mainstar to use for GASB 34 modified approach compliance.

Amendment #2 will also extend the contract time until December 31, 2005 to allow for the completion of the tasks as delineated in the scope of services. The following is the summary of the contract and a breakdown of the maximum allowable compensation and term:

Original Contract Sum	\$166,000.00
Amendment #1	8,238.00
Add Amendment #2	<u>237,259.00</u>
Revised Contract Sum	\$411,497.00

Evaluation and Configuration of MaintStar for ROW permitting	\$18,566	Fiscal Year 02-03
Training and guidance in system setup	\$41,069	Fiscal Year 03-04
Enhancement of system and establishment of 2003-4	\$39,100	Fiscal Year 02-03
Establish Internal Request for Process for Survey and Right of Way locations	\$31,505	Fiscal Year 04-05
Develop asset condition rating system	\$27,567	Fiscal Year 03-04
Annual support for 04-05 update and enhancement	\$40,675	Fiscal Year 03-04
Annual support for 05-06 update and enhancement	\$38,776	Fiscal year 04-05

Authorization for performance of services by the Consultant under this agreement shall be in the form of written Work Orders issued and executed by the County and signed by the Consultant.

Funds are available in account number 077600-53031000 (Stormwater-13000, Professional Services). Public Works and Fiscal Services/Purchasing and Contracts Division recommend the Board to approve and authorize the Chairman to execute the Amendment as prepared and approved by the County Attorney's Office.

28. Approve Changes to Agreement for RFP-4145-02/BJC – Bus/Transit Shelter design, fabrication, installation, operation, repair and maintenance and advertisement for Seminole County, with Culvert Amherst, New York (Changes to standard contract language).

RFP-4145-02/BJC will provide for the design, fabrication, installation, possible replacement of existing shelters, maintenance, operation and repair of transit shelters and the ability to have display advertising thereon where appropriate. The Contractor will construct sixty (60) shelters in unincorporated Seminole County. The Contractor will be permitted to display advertising on 46 shelters. Fifty (50) additional shelters may be built in unincorporated Seminole County depending upon the County's discretion and changes to the transit routes during the time frame of the contract or in the event of a major road project where bus bays and shelter space are provided for in the redesign of the roadway. Of the fifty (50) additional shelters, thirty-six (36) shelters may display advertising.

On January 14, 2003, the Board of County Commissioners authorized staff to negotiate an agreement with Culvert Amherst, New York. As part of the contract negotiations, the following two (2) items require approval due to the fact that these changes deviate from the standard contract language:

1. Deletion of the Termination Clause for Convenience – Culvert Amherst is requesting the changes due to the fact that the company is absorbing the cost of the shelters up front and they are requesting reimbursement of actual costs if the County terminates the Agreement for Convenience. Termination for default or failure of the contractor to fulfill his obligation remains in the contract.
2. Exclusivity – Culvert Amherst is requesting the approval that the County will not enter into a contract for shelters with any other company, with the exception of LYNX and approved contract with the County.

Planning and Development and Fiscal Services/Purchasing and Contracts Division consider the requested changes being reasonable and recommend the Board to accept and approve the changes and authorize the Chairman to execute the agreement as prepared and approved by the County Attorney's Office.

29. Approve Amendment #1 to RFP-4171-02/BJC – Wide Area Network Managed Optical Services Agreement, with Siemens Information and Communication Networks, Inc., Orlando (\$155,501.00) (Time Extension).

RFP-4171-02/BJC provides for the integration of the existing Magellan Passport network, Cisco switches, and Video broadcast equipment without increasing the physical fiber plant and successfully integrate a solution between the County Services Building (1101 E. 1st Street Sanford, Florida) and SOPS Building (150 Bush Blvd. Sanford, Florida). The integration/migration shall be in a manner that does not affect the operability and/or redundancy of the existing network. The solution will incorporate the connectivity of an additional SAN located at 150 Bush Blvd, Sanford, Florida. The (2) SAN shall be connected using a minimum of dedicated 100Mbs TCP/IP over the proposed solution. This backbone link has a minimum capacity of OC-48 and is scalable to a higher platform without total replacement. It will support at least 4 separate protected channels initially and can be scalable to support a minimum of 16. Amendment #1 will provide for the purchase of the third (3rd) Node and all the necessary equipment as identified in Tab "Ring Addon to 3 Node" in the attached backup documents. The equipment and service will increase the support for the system. Amendment #1 will also provide for the contract to remain in effect until June 1, 2004 for completion of the work. The following is the summary of the cost of the contract:

Original Contract Sum	\$221,777.00
Add Amendment #1	<u>155,501.00</u>
Revised Contract Sum	\$377,278.00

Funds are available in account number 140200-56064000 (Division Operations, Machinery and Equipment). Information Technologies/Telecommunications and Fiscal Services/Purchasing and Contracts Division recommend the Board to

approve and authorize the Chairman to execute the Amendment as prepared and approved by the County Attorney's Office.

ANNUAL BID

- 30. Approve First Renewal to AB-3009-01/GG – Demolition and Boarding up of Structures, with Global Demolition & Recycling, Inc, Orlando (Primary), and H. B. Walker, Inc., Orlando (Secondary) and establish a Not-To-Exceed amount of \$320,000.00 per year for the three (3) one-year renewal options.**

AB-3009-01/GG provides for demolition services and boarding up of structures at various locations throughout Seminole County. The contract was awarded on February 27, 2001 for a two (2) year base period with three (3) one-year renewal options. The two-year base period is up on February 26, 2003.

This project was publicly advertised, thirty (30) packages were solicited and the County received sixteen (16) submittals. The Evaluation Committee comprised of Glenn Hultgren, Land Management Supervisor and Stan Hunsinger; Land Management Technician reviewed the responses. Consideration was given to the firm's ability to meet the County requirements and the proposed cost to the County. The Committee recommended and the Board approved award to the lowest priced, responsive, responsible bidders, Global Demolition & Recycling, Inc., Orlando (Primary) and H.B. Walker, Inc., Orlando (Secondary) with a Not-to-Exceed-Amount of \$320,000.00 for the two (2) year base period.

On July 23, 2002, the Board approved Amendment #1 to cover the demolition of the Shenandoah Village Apartment Complex. The Shenandoah Village demolition was not contemplated in the original award amount. Amendment #1 increased the two-year base period not-to-exceed price by \$292,660.00; from \$320,000.00 to \$612,660.00

This contract is used for multiple projects throughout the County. Administrative Services/Land Management and Planning/CDBG are jointly estimating 100 demolition projects per year for each of the three remaining renewal options giving an estimated annual usage of \$320,000.00.

The Purchasing and Contracts Division has determined the contract prices remain fair and reasonable based on the competition obtained in the original solicitation. The contractors' performance has been satisfactory. Work will be ordered by purchase orders using approved budgeted funding.

Fiscal Services /Purchasing and Contracts Division and Administrative Services/Support Services recommend the Board to approve the first renewal year option and establish an amount of \$320,000.00 as the not-to-exceed amount for each of the remaining option years. Staff further recommends the Board authorize the Purchasing and Contracts Division to notify the Contractor of such action.

31. Approve Amendment #2 to A/B-378-99/GG for Annual Bid Agreement for Hot & Cold Asphaltic Concrete with Orlando Paving Company, Orlando (12-month Time Extension for \$3,828,646.00).

A/B-378-99/GG provides for hot & cold asphaltic concrete to be used by the Roads division on multiple projects throughout the County. The three year contract was competitively awarded on January 24, 1999 on an Item-by-Item basis to Orlando Paving Company of Orlando and Ranger Construction Industries, Inc., South Daytona with an estimated annual expenditure of \$3,493,832.50.

The contract amount was increased to \$3,828,646.00 on its First Renewal, in which Orlando Paving Co. became the sole contractor when Ranger Construction decided not to renew their contract for the period of January 24, 2001 through January 23, 2002. The Second (and final) Renewal option of this project was also accepted by Orlando Paving, from January 24, 2002 through January 23, 2003.

On December 23, 2002 the Purchasing Supervisor, exercising his authority under the Seminole County Purchasing Code, signed a 45-day extension to the contract. This extended the completion date until March 7, 2003. Any further extension requires the Board's approval.

After evaluating the ongoing unrest in Venezuela and potential conflict in the Middle East (with the resulting escalation of petroleum prices) staff has concluded that re-bidding this project now would most likely result in unreasonably high prices. Therefore, Public Works/Road Operations and Stormwater divisions request a one-year extension to A/B-378-99/GG, from March 7, 2003 through March 6, 2004. Orlando Paving Co. has agreed to the extension at the same terms and conditions. It is staff's intent to re-bid this requirement as soon as practical within the next year.

Contract A/B-378-99/GG contains the standard County provision for Orlando Paving to request price increases, however any increase is limited to bituminous material only and is indexed against FDOT Section 9-2.1.1. Further, any price increase must be approved by the County. Staff believes we will obtain better prices through these modest increases than could be obtained through re-bidding in the current tumultuous market.

Public Works/Roads/Stormwater and Fiscal Services/Purchasing & Contracts recommend that the Board grant the 12-month extension and authorize the Chairman to execute the Amendment.

INVITATION FOR BIDS

- 32. Award IFB-3062-02/GMG –Term Contract for Rental of Heavy Equipment with Operators on a Lot-by-Lot basis (Multiple Awards) (\$33,552.00 per year on Lot 2) (\$40,000.00 per year on Lot 3) (\$9,400.00 per year on Lot 4) (\$13,000.00 on Lot 5). (Total Award of \$95,952.00 per year)**

IFB-3062-02/GMG will provide for the rental of heavy equipment with operators on an as needed basis for Public Works/Road Operations & Stormwater Division, to include drainage maintenance, construction and dirt road paving projects.

This bid was publicly advertised and broadcast. The County received three (3) submittals.

Public Works/Road Operations has reviewed the responses and recommends award of the contract to the lowest priced, responsive, responsible bidders on each item as follows:

Lot 1, 10-14 yd dump truck w/operator	No bids received	N/A
Lot 2, 15 - 20 yd dump truck w/operator	Robert Bartlett AA & S, Deland - Primary Florida Aggregate Transport, Orlando – Secondary	\$33,552.00 @ \$41.94/hr \$36,000.00 @ \$45.00/hr
Lot 3, 21-30 yd. dump truck w/operator	C & W Trucking, Winter Garden	\$40,000.00 @ 50.00/hr
Lot 4, 31-40 yd. dump truck w/operator	Florida Aggregate Transport, Orlando – Primary C & W Trucking, Winter Garden - Secondary	\$9,400.00 @ \$47.00/hr \$13,000.00 @ \$65.00/hr
Lot 5, 40 yd. dump truck w/operator	C & W Trucking, Winter Garden	\$13,000.00 @ \$65.00/hr

Public Works/Road Operations and Fiscal Services/Purchasing and Contracts Division recommend that the Board award these contracts for a thirty six (36) months base period with three (3) 12-month options to renew at current terms, conditions and prices; for a total term of seventy-two (72) months with purchase orders for specific work to be issued as needed. This is a budgeted project and funds are available in account 077400/53034000 (Roads/Contracted Services).