



City of Arts & Innovation

# City Council Memorandum

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**TO: HONORABLE MAYOR AND CITY COUNCIL      DATE: JUNE 23, 2026**

**FROM: FINANCE DEPARTMENT      WARDS: ALL**

**SUBJECT: SERVICES AGREEMENT FROM RFP NO. 2519 WITH 24 HOUR EXPRESS SERVICES OF MURRIETA, CALIFORNIA FOR EMERGENCY AND NON-EMERGENCY ON-CALL PLUMBING SERVICES FOR THE TERM OF THREE YEARS FOR \$2,250,000, WITH THE OPTION TO EXTEND FOR TWO ONE-YEAR TERMS, PLUS 10% CHANGE ORDER AUTHORITY IN THE AMOUNT OF \$225,000 FOR A TOTAL AGREEMENT AMOUNT OF \$2,475,000**

**ISSUE:**

Approve a Services Agreement from RFP No. 2519 with 24 Hour Express Services of Murrieta, California for emergency and non-emergency on-call plumbing services for the term of three years for \$2,250,000, with the option to extend for two one-year terms, plus 10% change order authority in the amount of \$375,000 for a total agreement amount of \$2,475,000.

**RECOMMENDATIONS:**

That the City Council:

1. Approve a Services Agreement from RFP No. 2519 with 24 Hour Express Services of Murrieta, California for emergency and non-emergency on-call plumbing services for the term of three years for \$2,250,000, with the option to extend for two one-year terms, plus 10% change order authority, if necessary, in the amount of \$225,000 for a total agreement amount of \$2,475,000; and
2. Authorize the City Manager, or designee, to execute the Agreement with 24 Hour Express Services including making minor and non-substantive changes, including term extensions up to two additional one-year terms, subject to the availability of budgeted funds.

**BACKGROUND:**

The Finance Department's Risk Management Division is responsible for procuring and managing various emergency and non-emergency agreements. These agreements are designed to ensure that the City has direct access to specialized contractors that can assist City response to incidents that pose a threat to property, public health, continuity of services and operations or create liability

for the City. Because the City of Riverside is responsible for maintaining sewer laterals within the public right-of-way and provides utility services to residents and businesses, it is essential for the City to have access to a qualified plumber who can assist with plumbing-related distress calls. Direct access to a certified, insured, and bonded plumber will reduce standby time, expedite repairs, and enhance the City's ability to restore sewer or water services promptly for the community.

### **DISCUSSION:**

The licensed plumber will be required to respond to emergency and non-emergency situations with a response time of two (2) hours for emergencies and forty-eight (48) hours for standard non-emergency calls. The plumber shall also be required to provide 24-hour emergency services. Emergency situations are defined as incidents where there is immediate threat to property or life, and immediate action is required to safeguard assets and maintain critical operations and usability of services. Non-emergency incidents also present threats to life, safety, and property but corrective actions can be scheduled or addressed in a more relaxed manner as non-emergency incidents are lower in risk and typically do not pose imminent danger.

The scope of the agreement includes but is not limited to the following tasks:

- Troubleshoot, investigate, and identify breaks and offsets in sewer lines with proper markings.
- Investigate and identify areas of low pressure and its cause(s).
- Be able to hydro jet the mainline and other sewer lines as instructed by authorized staff.
- Remove roots from sewer lines.
- Have the capacity to install property cleanouts and manholes as directed staff.
- Must be able to respond to plunged faucet screens, plunged hot water heaters, plunged water softener.
- Be able to assist with leaking pipes inside structure walls.
- Have the tools, materials, and ability to repair leaking main line between the back of the meter and residential homes.
- Be able to remove and replace meters.
- Be able to cut, repair, install, and test new pipes.

The current agreement for plumbing services is set to expire on June 30, 2026. The Risk Management Division worked with the Purchasing Division to solicit and procure a new plumbing service agreement, ensuring the City will continue to have access to plumbing services beginning July 1, 2026.

One three-year service agreement valued at \$2,250,000 will be issued as a result of this council item. Risk Management will request the 10 percent contingency only if the full agreement amount of \$2,250,000 is expended. At the end of the initial three-year term, Risk Management will evaluate contractor performance to determine whether to exercise up to two additional one-year extensions, for a total potential agreement value of \$4,125,000 across five years or rebid the agreement.

### **Purchasing Overview**

On January 27, 2026, the City's Purchasing Division (Purchasing) issued Request for Proposals (RFP) No. 2519 on PlanetBids seeking prospective proposers to provide emergency and non-emergency on-call plumbing services.

The solicitation notification is summarized in the table below:

Action	Number of Vendors
External Vendors Notified	500
City of Riverside Vendors Notified	141
Vendors who downloaded the RFP	26
Proposals received	9

No questions were received from prospective proposers, and no addendums were posted. RFP No. 2519 closed on February 20, 2026, with a total of 9 responses. Seven (7) proposals were found to be responsive and responsible, with two (2) proposals determined as non-responsive for the inability to prove five (5) years of experience with the past seven (7) years under a legally registered business name and no proof of valid DIR registration.

Under the guidance of Purchasing, three (3) City staff from General Services and Public Utilities evaluated the proposals for one (1) round, which resulted in 24 Hour Express Services ranking No. 1. The evaluation criteria, total points and rankings for each evaluation round are summarized in the tables below.

#### Round 1 – Evaluation Criteria

Evaluation Criteria	Total Points
Qualifications	35%
Pricing	15%
Experience (Projects of similar size and scope)	20%
Professional References	20%
Approach and Methodology	10%

#### Round 1 – Evaluation Results

Vendor	Location	Evaluation Scores	Rank
24 Hour Express Services	Murrieta, CA	744.70	1
Diamond House Construction & Plumbing	Riverside, CA	703.34	2
Pro-Craft Construction, Inc.	Redlands, CA	699.78	3
SoCal Sewer Construction Inc.	Long Beach, CA	671.17	4
Urban Worx, Construction, Inc.	Palm Desert, CA	619.11	5
ACCO Engineered Systems, Inc.	Riverside, CA	600.97	6
RAM PLUMBING HTG & AIR, INC.	Corona, CA	599.38	7
*Tru Commercial Plumbing and Drains, Inc	Riverside, CA	N/A	N/A
*Circle City Plumbing and Drain	Corona, CA	N/A	N/A

\*Non-responsive vendor

Following the evaluation, 24 Hour Express Services was selected as the most qualified company to perform the requirements of the RFP.

This action is pursuant to Purchasing Resolution 24101, Section 508 which states, “Contracts procured through Formal Procurement shall be awarded by the Awarding Entity to the Lowest Responsive and Responsible Bidder, except that...(c) Contracts procured through Formal Procurement for Services or Professional Services, where a Request for Proposals or Request for Qualifications was used to solicit Bids, shall be awarded by the Awarding Entity in accordance

with the evaluation criteria set forth in the Request for Proposals or Request for Qualifications...”

The Purchasing Manager concurs that the recommended action is compliant with Purchasing Resolution 24101.

**FISCAL IMPACT:**

The total fiscal impact of this agreement could be up to \$4,125,000 over the five-year term of this agreement, including the two one-year extensions, if the extensions are executed. However, there is no immediate fiscal impact of the action as the City only pays for services and materials rendered on an as-needed basis. Sufficient funds for Fiscal Year 2026/27 have been included in the proposed budget going before Council in June 2026, in the Liability Insurance Trust Fund, Property Damage Claims account 232000-428630. Additionally, departments pay for their own service requests from existing departmental budgets. Appropriations for future fiscal years will be included in the budget submissions for those fiscal years to be presented to the City Council for approval.

Prepared by: Jackie Godinez, Risk Manager  
Approved by: Sergio Aguilar, Deputy Finance Director  
Certified as to  
availability of funds: Julie Nemes, Interim Finance Director  
Approved by: Mike Futrell, City Manager  
Approved as to form: Rebecca McKee-Reibold, Interim City Attorney

Attachments:

1. 24 Hour Express Services RFP Response
2. Award Recommendation
3. Agreement