

David White  
Town of Munster  
1005 Ridge Road  
Munster, IN 46321

April 27, 2023  
\*Valid for 90 days\*

RE: EPA Compliant & Comprehensive Backflow Data Management Solution

Dear David,

On behalf of BSI Online, I would like to thank you for the potential opportunity to partner with your organization and expertly manage your backflow / cross-connection control program in the coming months.

We are headquartered in Chicago, Illinois and Vancouver, British Columbia, but are versed in **all** US states and Canada provinces rules and regulations relating to backflow / cross-connection, including Indiana. We currently administer backflow/cross-connection programs to **550+ water purveyors** including **Highland, Crown Point, Hebron, Lafayette, and Indiana American Water** near you. While we have grown immensely in the past 10 years, we aim to maintain a **friendly and community-oriented culture** here at BSI Online. Each partnership we establish adds immense value to our ever-growing **backflow community**.

BSI Online distinguishes itself from competitors by providing niche data point tracking, transparency, real-time data, customer service, IT support, and security. Our **solution and service** provide the Water Purveyor with all the **tools necessary for success**, including 24/7/365 access to program documents (letters, test reports submitted online, etc.), emailed program notifications, and real-time, customizable reports.

We look forward to the potential partnership and welcoming your team to the BSI Online backflow community.

Sincerely,

*Victoria Rodriguez*

**Victoria Rodriguez**

Sales Representative

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BSI Online

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## Tier Package Options

Subscription Package	Filing Fee	Annual Fee
	<i>Paid by Backflow Tester</i>	<i>Paid by Water Purveyor</i>
✓ <b>Tier 1: Standard</b> <i>2 auto-generated notices</i>	<b>\$15.95</b>	<b>\$495</b>
<b>Tier 2: Gold</b> <i>3 auto-generated notices</i>	<b>\$16.95</b>	<b>\$995</b>
<b>Tier 3: Platinum</b> <i>4 auto-generated notices</i>	<b>\$18.95</b>	<b>\$1,995</b>
<b>Tier 4: Basic</b> <i>2 auto-generated notices</i> <i>excludes: customer service, return mail, and data entry</i>	<b>\$9.95</b>	<b>\$380</b>
<b>Total to Water Purveyor</b>		<b>\$495</b>

<sup>1</sup> Water Purveyor chooses the preferred tier package.

<sup>2</sup> Filing Fee per test is traditionally paid by the backflow assembly tester but can be paid by the Water Purveyor.

<sup>3</sup> The Water Purveyor may add additional funds to the filing fee above. This would be rebated back to the Water Purveyor monthly, less 5% processing fee.

<sup>4</sup> Data migration fee may incur for paper records, file formats outside of: CSV, XLS, XLXS format, or based on number of estimated assemblies. Fees range from \$500 - \$5,000.

<sup>5</sup> Notices for the tracking program are mailed to identified customers that have a testable assembly.

## Pricing Summary

Services	Payments	Cost
✓ Tier 1: Standard Package	Annual	\$495
✓ Data Migration Fee	One-Time	\$750
<b>Year 1 Cost</b>		<b>\$1,245</b>

\*Fee is based on estimated 1,000 backflow assemblies tracked via paper test forms. This fee may be subject to increase should the # of assemblies increase and/or tracking method differ from our initial conversation.

**Interested in our Additional Services? Let us know and we can provide a quote!**

We offer: Mail Surveys, Physical Inspections, Remediation, Cross-Connection Control Review and Consultation, Fats, Oils, and Grease (FOG) Tracking Program, and Introductory Letters.



## Annual Tracking Scope of Work

**Data Transition** - BSI will prep your electronic file for import into the BSI Online system, as long as we receive the following formats: CSV, XLS, XLXS or paper records.

**Notifications & Archived Copies** - With our standard package, BSI sends up to two (2) notices through USPS First-Class mail from our office on behalf of the Water Purveyor, furnished with the Water Purveyor's logo. A Test Due Notice and Overdue Notice are sent to water customers that have a testable assembly, advising them that their assembly is due for testing. The timing and wording of the letters can be customized.

BSI is extremely transparent. You can see all notifications generated and sent by our program. They are time stamped under each property address for you to see 24/7/365.

**Additional Notifications** - To help increase compliance, we have a Letter Template Feature, which is used by 90% of our customers to create, generate, print & mail their own compliance or enforcement letter.

**Dashboard and Real-Time Reporting** - Unlike other systems that only provide periodic reporting, BSI Online provides real-time data and customizable reports. All information is available to you 24/7/365. This data can be manipulated, filtered, and sorted any way you need. In addition, in our reporting tab, we have pre-populated queried reports such as your monthly EPA report you can click and export. All reports can be viewed in the system or downloaded into a CSV format.

**Program Users** - The Water Purveyor has unlimited access to data and can have an unlimited number of simultaneous users. Our program allows each user to have different roles and permissions. This way the information, notifications and permissions can be granted or restricted based on the Water Purveyor's needs.

**Online Test Submittal** - Cloud-based, real-time submittal process for testers. Program can be accessed anywhere, whether the tester is in the field or at their office.

**Validation of Test Results** - Each test form is globally coded to compute based on State standards per device type. BSI Online automatically computes if a test passes/fails based on those set standards and the readings entered by the tester. Upon submission, a copy of the test is sent via email to the Water Purveyor and the Water Purveyor's data is updated...instantly. BSI also stores copies of the test on the tester side and Water Purveyor side of the program.

**Validation of Tester Licenses/Test Gauge Calibrations** - BSI verifies with the Water Purveyor all pertinent credentials being tracked for both testers and testing companies. We track the expiration date of credentials, turning from green to red the closer it is to expiration. Once red, the tester is locked out from entering tests until an updated copy is uploaded into the system or sent to our office for vetting. This proactive approach is integral to the integrity of your program.

**Personalized Service & Support** - We provide unlimited customer service/support for the Water Purveyor, testing companies, and water customers, for the life of the contract, without additional support fees. Our well-trained staff is available to answer inquiries, lifting the burden off your staff. The Water Purveyor is also assigned an account manager dedicated to your program's success.

**Web Portal for Water Customers** - The water customer is an integral part of your backflow tracking program. On all notifications to water customers, they have a unique identifier, a Customer Confirmation Number or CCN, on the top right of their notifications. They can use their CCN to look up a list of local, certified backflow testers on our website who meet the criteria set by the Water Purveyor or find out if their backflow test was entered by their contractor.

**IT Support** - Our in-house IT staff members are always available to identify and resolve any issues that may arise. We can easily troubleshoot any issue users are experiencing in the program and start working on a resolution immediately.

**Support Log & Security** - Our system is built on the foundation of accountability and transparency. All transactions are time stamped with usernames. Each interaction with your backflow program is fully auditable and accessible to you at any time. Whether it is a contact with the Water Purveyor, the testing community, or a water customer, you are always able to continuously monitor your program. The Water Purveyor is always able to monitor and stay up to date with any issues, comments, or concerns.





## SUBSCRIPTION AGREEMENT

Effective this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, **Backflow Solutions, Inc. (BSI Online)**, an Illinois corporation ("BSI") and **the Town of Munster, Indiana** (the "Water Purveyor") hereby enter into an online subscription agreement whereby BSI will perform certain notification and data management functions on behalf of the Water Purveyor. The Water Purveyor will provide BSI with the information described hereafter and require all companies performing backflow assembly tests within the Water Purveyor's jurisdiction, submit test results online to BSI.

1. **BSI Responsibilities**

a. Maintain the secure online database to ensure a functional backflow assembly tracking system that is easy to understand and use by licensed testers. BSI shall also maintain an internet website where testers shall input all data related to backflow tests performed in the Water Purveyor's jurisdiction.

b. Send up to two (2) notices, Test Due Notice and Overdue Notice, to water customers that have testable assemblies, advising them that their assembly is due for testing. The Test Due Notice shall be mailed approximately 32 days prior to the scheduled test date. The Overdue Notice shall be sent after the test date has passed if backflow test results have not been entered to the online database.

c. BSI to provide the Water Purveyor with reports, access to data, and an unlimited number of users.

2. **Water Purveyor Responsibilities**

a. Provide BSI with the most current backflow assemblies test records in a CSV, XLS, or XLXS format. Any format outside of those listed incurs a data migration charge. There may be a charge based on number of estimated assemblies. Data Migration charge will be detailed in the cost clause of this contract, if applicable.

b. Provide BSI with a point of contact for program questions, comments, and/or concerns while contracted with BSI.

3. **Cost and Additional Services (if applicable)**

a. **Annual Tracking** - Water Purveyor opts for **Tier 1: Standard** or **\$495.00 annually**.

i. **Data Migration** - BSI to charge Water Purveyor a one-time charge of **\$750.00**.

ii. **Inducement** - Water Purveyor acknowledges and agrees that to induce BSI to provide the service contemplated by this Agreement, for each Test Report submitted to the online database the **data entry charge of \$15.95 per report** shall be **paid by the tester** prior to uploading the test data to the online database. In the case that a Water Purveyor should add additional funds to BSI's filing fee, BSI will charge a 5% processing fee to the rebate amount.

4. **Termination**. This agreement will automatically renew each year. If you wish to discontinue services provided, we require 30 days written notice.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first set forth above.

BACKFLOW SOLUTIONS, INC.,  
An Illinois corporation

\_\_\_\_\_  
a body politic and corporate

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: Victoria Rodriguez  
Title: Sales Representative  
Address:  
12609 South Laramie Ave.  
Alsip, Illinois 60803

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
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